

February 16, 2017

BULLETIN NO. 5631

TO: Merchants Insurance Group Agents

SUBJECT: Additional Access to Claims Notepad

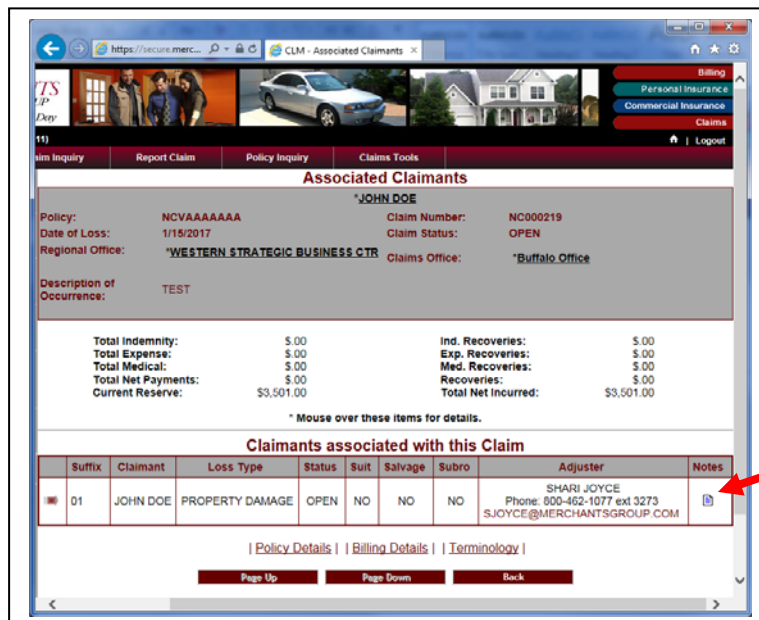
Great news for our agents!

We've been listening to our agents, and are pleased to announce that effective February 16, 2017, you can access additional information in the Claims Notepad! The additional information is right at your fingertips, making it faster and easier to get the claims information you need.

Information is available for all appropriate content from October 24, 2016, going forward. While we are providing more wide-ranging information to our agents, some material is not available for viewing due to privacy or legal concerns.

In order to access the Claims Notepad, the first steps of the process are the same as before: Click on "Claims Inquiry" on the Agents Main Menu. On the next page, look under "Claims Inquiry" in the horizontal header row, and select "Claims Inquiry Search" from the drop down menu. On the "Welcome to Claims Inquiry Search" page, use the "Search by" column to find the claim in question.

On the next window, you will see the claim info that you searched for in the previous window. The "Associated Claimants" page (as shown below) will list the basic information related to the claim. To access the new additional information, click the icon in the "Notes" column.



The next page (as shown in the top image, below) has the new information, listed under the “Extended Description” column. If you don’t see an icon in the “Extended Description” column, this is protected or private information that cannot be viewed. In addition, please note that we began populating this column as of October 24, 2016, so information on claims prior to this date cannot be found here.

Clicking on one of the icons in this column will give you additional information on the claim, as shown in the second screen below.

Address 1: 250 MAIN STREET
 Address 2: P.O. BOX 78
 Address 3:
 City: Buffalo
 State: NY
 Zip: 142400078
 Phone:

Adjuster: *SHARI JOYCE

Total Net Payments: \$.00
 Current Reserve: \$3,501.00
 Recoveries: \$.00
 Total Net Incurred: \$3,501.00

* Mouse over these items for details.

Financial Documents Notes Details

Notes for this Claim
 (* Certain Private Notepads have been protected and are not available for viewing)

Date	Time	Entered By	Description	* Extended Description
1/26/2017	11:08am	JOYCE SHARI	SETUP	
1/26/2017	11:11am	JOYCE SHARI	SPOKE WITH INSD	
1/26/2017	11:13am	JOYCE SHARI	REC'D APPRAISAL	
1/26/2017	11:14am	JOYCE SHARI	NEGOTIATIONS	
1/26/2017	11:15am	JOYCE SHARI	MGMT REVIEW	
1/26/2017	12:45pm	JOYCE SHARI	CONTACT MADE WITH DIV	

Claim Inquiry Ext Notepad Popup - Internet Explorer

MERCHANTS INSURANCE GROUP
 Earning Your Business Every Day

Logged in as: TEST AGENT

Claim Inquiry Report Claim Policy Inquiry Claims Tools Logout

Billing
 Personal Insurance
 Commercial Insurance
 Claims

Claim NC000219 **Claimant** 01 **Policy** NCVAAAAAAA

Insured Name JOHN DOE
 Claimant Name JOHN DOE

Date	IDADD	Description
01/26/2017	JOY1	SPOKE WITH DIV, JOHN DOE, CONFIRMED ADDRESS AS LISTED AND VEHICLE INVOLVED LOSS OCCURRED AT THE DOLLAR GENERAL STORE PARKING AREA ON BAILEY AVE NEAR S. PARK. SHE SAID SHE WAS GOING TO LEAVE, PULLED FORWARD BUT THEN BACKED UP AND WHEN SHE BACKED UP SHE HIT THE OV THAT WAS STANDING THERE IN THE DS FRONT END. POLICE WERE CALLED. NO TICKETS ISSUED.

We are pleased to offer you this extended Claims information. If you have any questions or concerns, please contact your Regional Vice President, Regional Underwriting Manager, Territory Manager, Regional Marketing Specialist or Underwriter. As always, thank you for your business with Merchants Insurance Group!