

# My Account is your one place for everything.

Managing your business insurance is faster and easier with My Account, our online policy manager for customers. Your My Account capabilities are matched to the type of policy you have, giving you everything you need all in one place. Now you can quickly manage your insurance and have more time to deal with whatever just popped up in your email.

## Policy Management

### All You Need To Manage Your Policies

#### View

- The important details of a policy in one convenient location
- See what policy changes have been made and the status of the request in the policy notifications center

#### Enroll

- Paperless delivery settings to receive billing and policy documents to your email

- SMS reminders for billing alerts

#### Add, Remove and/or Edit

- New, old and cancelled policies from your online account
- Others' access to the policy online when you're the administrator of the policy
- Relationship to the policy and change between owner, employee and third party

## Billing

### Real-time Information Made Really Simple

#### View

- Minimum amount due
- Billed balance
- View and print policy documents
- Last payment made
- Due dates for remaining installments

#### View and Download

- Transactional billing details
- Billing statements

#### Change Payment Plan Schedules

- Example: Change from a 4-pay to a 10-pay plan

#### Access

- XactPAY® – register for payroll billing, manage and update payroll, change EFT information, and access and download reports
- Live chat capabilities available

## Billing

Continued

### Easily Submit for Processing

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#### One-time Payments

- Submit without logging in
- Submit post-log-in and save your payment methods

#### Bill Plan Changes

- Request a change during the billing cycle

#### AutoPay Enrollment | Changes

- Enroll
- Manage settings
  - » Remove a policy from AutoPay
  - » Change account draw date

## Service Requests | Endorsements

### Add or Change Info in Real Time

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#### View and Generate

- View and edit existing recipients
- Generate certificates and summaries of insurance

#### Change

- Business name
- Mailing address

#### Change – Workers' Comp Policy

- Add, remove and/or replace business location(s)
- Edit class codes and/or payroll amounts
- Update employer's liability limits
- Add and/or remove specific or blanket waiver of subrogation including scheduled third parties

#### Change – Business Auto

- Add, remove and/or view drivers

## Transactions Made Quick and Easy

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#### Request

- Business auto identification card
- Policy cancellation
- Reinstatement on Small Commercial policies canceled for nonpayment

#### Change – General Policy

- Add and/or remove additional interests/insureds

#### Change – Property, Liability and Business Owner's Policy

- Add, remove and/or replace business location(s)
- Add, edit and/or remove liability limits
- Edit business location's property coverage

#### Change – Business Auto Policy

- Add, remove and/or edit vehicles
- Edit vehicle coverage and garaging information

#### Change – Inland Marine Policy

- Add, remove or edit scheduled items and equipment

## Audit

### Performing an Audit? No Worries

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#### Complete

- Work on the audit at your convenience and if you're interrupted, you can save your work and return to it later

#### Upload

- Send all documents to us electronically

#### Save and/or Print

- All audit documents for personal documentation

## Claims

### Enjoy Hassle-free Claims Submission

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#### File First Notice of Loss

- Submit for general liability, business property, workers' compensation and business auto losses

#### View

- Status
- Payments and reserve amounts and type

## Risk Engineering

### Resources to Help Mitigate Risk

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#### Risk Mitigation Content

- Access to our Risk Engineering Library with hundreds of resources that can be shared with customers
- Relevant, industry specific content developed by experts

#### Loss Prevention Training

- Access to free on-demand digital courses
- Learn how to protect property and employees and stay safe at work

#### Risk Engineering Notifications

- Upcoming site visits and virtual surveys
- Pending self-surveys
- Recent recommendations, status updates and more

## Easy Registration

- » Have your policy or billing account number handy
- » Visit **business.thehartford.com**
- » Click **Create Account** to get started



**The Hartford**

## RANKED #1 because you need us to be

We work overtime to get our digital tools right, so you can save time managing your insurance.

<b>#1 Functionality</b> core digital capabilities	<b>#1 Ease of Use</b> usability elements
<b>#1 Claims</b> document and picture upload; ability for injured workers to track a claim	<b>#1 Policyholder Acquisition</b> coverage options available at new business quote
<b>#1 Support and Access</b> chat and virtual assistance	<b>#1 Service</b> account management and billing

For six years running, we topped the Keynova Small Commercial Insurance Scorecard.<sup>1</sup>

Manage your business policy the easy way – with My Account.

Register today at [business.thehartford.com](http://business.thehartford.com)



\*Online capabilities may differ depending on your policy.

<sup>1</sup>Insurance carrier website ranking by Keynova – Scorecards for Financial Services data as of October 2024.

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