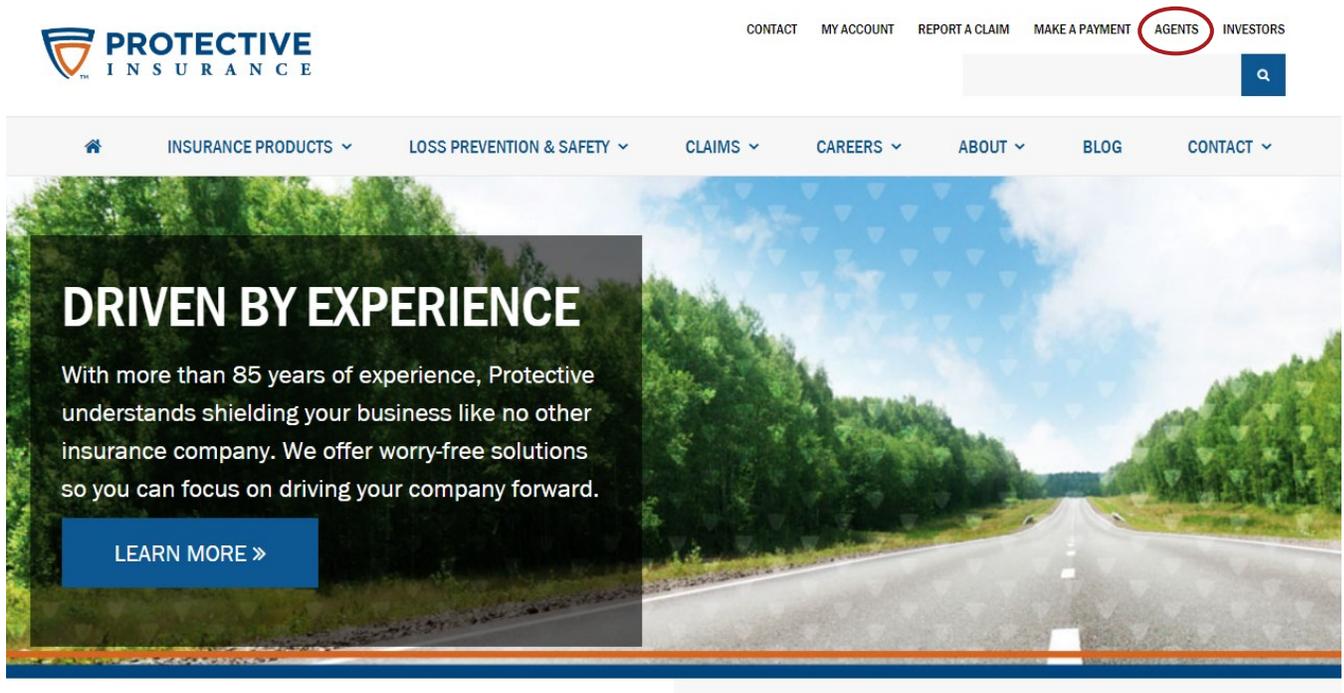

AGENT PORTAL TRAINING GUIDE

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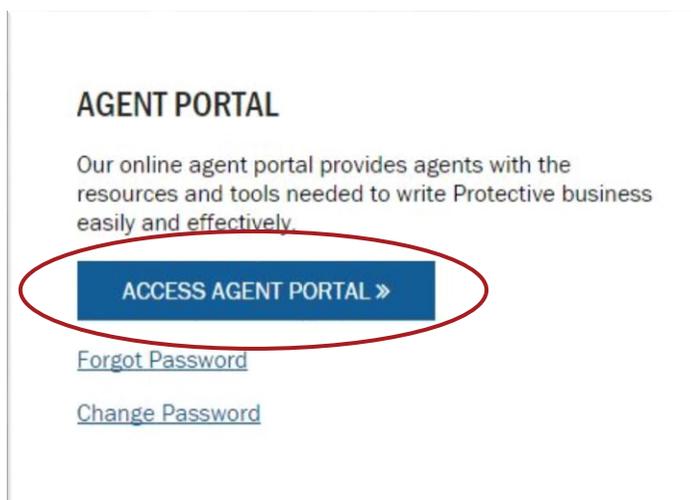
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LOGGING INTO THE AGENT PORTAL

1. Go to protectiveinsurance.com.
2. Click on the **Agents** link.



3. Select **Access Agent Portal**.

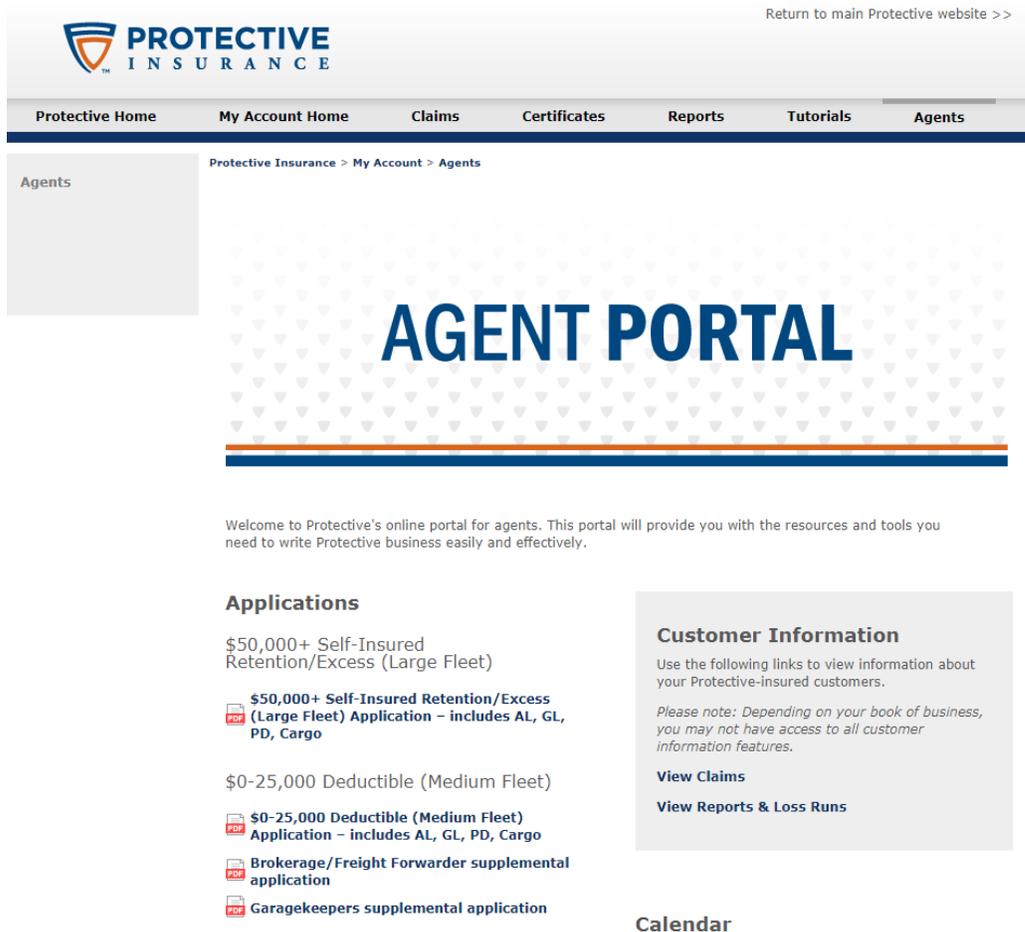


4. Log in via the **Log In Screen**.



The log in screen features the Protective Insurance logo at the top left. Below the logo, the text "Please log in." is displayed. There are two input fields: "User name:" and "Password:". To the right of the password field is a "Sign In" button. Below the "Sign In" button is a link for "Forgot Password?"

5. After logging in, you will see the **Agent Portal homepage**.



The Agent Portal homepage features the Protective Insurance logo at the top left and a "Return to main Protective website >>" link at the top right. A navigation bar includes links for "Protective Home", "My Account Home", "Claims", "Certificates", "Reports", "Tutorials", and "Agents". The "Agents" link is highlighted. Below the navigation bar, the breadcrumb "Protective Insurance > My Account > Agents" is shown. The main content area has a large "AGENT PORTAL" heading. Below the heading, a welcome message states: "Welcome to Protective's online portal for agents. This portal will provide you with the resources and tools you need to write Protective business easily and effectively." The page is divided into two columns. The left column is titled "Applications" and lists four categories: "\$50,000+ Self-Insured Retention/Excess (Large Fleet)", "\$0-25,000 Deductible (Medium Fleet)", "Brokerage/Freight Forwarder supplemental application", and "Garagekeepers supplemental application". Each category has a PDF icon and a link to the application. The right column is titled "Customer Information" and includes a sub-heading "Customer Information" and a paragraph: "Use the following links to view information about your Protective-insured customers. Please note: Depending on your book of business, you may not have access to all customer information features." Below this paragraph are two links: "View Claims" and "View Reports & Loss Runs". At the bottom right of the page is a "Calendar" link.

PROTECTIVE CONTENT

1. To view applications, select the links in the **Applications** section under the desired product.

Applications

\$50,000+ Self-Insured Retention/Excess (Large Fleet)

-  [\\$50,000+ Self-Insured Retention/Excess \(Large Fleet\) Application – includes AL, GL, PD, Cargo](#)

\$0-25,000 Deductible (Medium Fleet)

-  [\\$0-25,000 Deductible \(Medium Fleet\) Application – includes AL, GL, PD, Cargo](#)
-  [Brokerage/Freight Forwarder supplemental application](#)
-  [Garagekeepers supplemental application](#)

Independent Contractor

-  [Independent Contractor Application – includes Occ/Acc, NTL, PD](#)

Public Transportation

-  [Public Transportation Application](#)
-  [Public Transportation Renewal Application](#)

Workers' Compensation

-  [Transportation Workers' Compensation Supplemental Application](#)
-  [Aircraft Supplemental Application](#)
-  [Aircraft Pilot Supplemental Application](#)

2. To access **Product Information**, click the links in the following area on the screen:

Product Information

Commercial Auto

-  [Self-Insured Retention/Excess Product Guide](#)
-  [Public Transportation Product Guide](#)
-  [Guaranteed Cost or Deductible Product Guide](#)

Workers' Compensation

-  [Fleet Workers' Compensation Product Guide](#)
-  [Workers' Compensation Product Guide](#)
-  [Workers' Compensation Agent Toolkit](#)

Independent Contractor

-  [Independent Contractor Appetite Guide](#)

3. You can also access **Loss Prevention & Safety Services** information here:

The screenshot shows a navigation menu with the following items:

- Garagekeepers supplemental application** (with PDF icon)
- Independent Contractor
- Independent Contractor Application – includes Occ/Acc, NTL, PD** (with PDF icon)
- Public Transportation
 - Public Transportation Application** (with PDF icon)
 - Public Transportation Renewal Application** (with PDF icon)
- Workers' Compensation
 - Workers' Compensation Application** (with PDF icon)
- Safety Resources** (circled in red)
 - [View Loss Prevention & Safety Resources](#)
- Sample Documents**
 - AL Excess Policy (Self-Insured Retention/Large Fleet)**
 - AL Deductible Policy (Medium Fleet)**
 - Large Deductible Workers' Compensation Policy**
 - Letter of Credit template**
 - Collateral Agreement**
 - Indemnity Agreement**

CLAIMS INFORMATION

1. To access **claims information, reports and loss runs**, select the links in the following area:

The screenshot shows a box titled **Customer Information** with the following text:

Use the following links to view information about your Protective-insured customers.

Please note: Depending on your book of business, you may not have access to all customer information features.

View Claims

View Reports & Loss Runs

2. To view claims, select **View Claims**.

3. You will be taken to this page:

Claims

Report a claim

To report a self-insured/contract claim, please use our **self-insured/contract claim reporting form**.

To report a workers' compensation claim, please use our **workers' compensation claim reporting form**.

To report a vehicle claim, please use our **vehicle claim reporting form**.

View claims and transactions

To view existing claims and transactions, follow these steps to use the form below:

1. Select an account. (This is only applicable if a drop-down menu with multiple accounts appears under Account.)
2. Select an insurance type.
3. Select a policy. (To find the policy you are looking for, it may be helpful to sort by Effective Date. To sort by a column, click the arrows in the column heading.) If you are a self-insured client, you will not need to select a policy. You can go directly to step 3.
4. Choose whether you would like to search by Claims or Transactions.
5. Enter your search terms.
6. Select an item from the results and click the View button.

***Account:**
Select One... ▾

***Insurance Type:**

***Policy:**

Show 10 ▾ entries Search:

Select	Policy Nr	Claimant	Effective Date
No data available in table			

Showing 0 to 0 of 0 entries First Previous Next Last

***Search By:**

Claims

Transactions

Show 10 ▾ entries Search:

Select	Driver Name	Claim #	Claim Client #	Acct Date	Paid	Reserve	Incurred	Expense
No data available in table								

Showing 0 to 0 of 0 entries First Previous Next Last

4. Select your **Account** name from the drop down.
5. Select your **Insurance Type**, then select a policy. To find the policy you are looking for, it may be helpful to sort by **Effective Date**. To sort by a column, click the arrows in that heading. If you are a self-insured client, you do not need to select a policy.

***Account:**
ABC Trucking

***Insurance Type:**
 Protective Insured Liability

***Policy:**

Show 10 ▾ entries Search:

Select	Policy Nr	Claimant	Effective Date
No data available in table			

Showing 0 to 0 of 0 entries First Previous Next Last

6. Search by **Claims** or **Transactions**.

*Search By:
 Claims
 Transactions

Claim # Driver Name Loss Date After Loss Date Before

You will be able to see a list of names, claim numbers and other pertinent information.

View

Show 10 entries Search:

Select	Driver Name	Claim #	Client Claim #	Acct Date	Paid	Reserve	Incurred	Expense
<input type="checkbox"/>	Sandra Miller	70-00001234	0	2015-05-15	0.00	0.00	0.00	0.00
<input type="checkbox"/>	Sandra Miller	70-00001234	0	2015-05-15	9999.00	0.00	9999.00	0.00
<input type="checkbox"/>	Sandra Miller	70-00001234	0	2015-05-15	22993.00	0.00	22993.00	999.00
<input type="checkbox"/>	Sandra Miller	70-00001234	0	2015-05-15	0.00	0.00	0.00	0.00
<input type="checkbox"/>	Harold York	70-00001232	0	2015-05-15	0.00	0.00	0.00	25.00
<input type="checkbox"/>	Beet Frutiger	70-00001231	0	2015-05-15	0.00	0.00	0.00	0.00
<input type="checkbox"/>	Public Group	70-00001237	0	2015-05-15	0.00	0.00	0.00	17.00
<input type="checkbox"/>	Shag Frutiger	70-00001235	0	2015-11-30	4040.00	0.00	4040.00	100.00
<input type="checkbox"/>	Shag Frutiger	70-00001235	0	2015-11-30	17999.00	0.00	17999.00	90.00
<input type="checkbox"/>	Shirley Drake	70-00001236	0	2015-11-30	0.00	0.00	0.00	0.00

Showing 1 to 10 of 20 entries First Previous 1 2 Next Last

REPORT A CLAIM

1. To report a claim, select **View Claims** from the Agent Portal homepage, then select the link to report the appropriate type of claim.

Customer Information

Use the following links to view information about your Protective-insured customers.

Please note: Depending on your book of business, you may not have access to all customer information features.

View Claims

View Reports & Loss Runs

Claims

Report a claim

To report a self-insured/contract claim, please use our **self-insured/contract claim reporting form**.

To report a workers' compensation claim, please use our **workers' compensation claim reporting form**.

To report a vehicle claim, please use our **vehicle claim reporting form**.

You can also select the **Claims** link in the top navigation bar and then select the link to report the appropriate type of claim.

Return to main Protective website >>
BWINB: \$22.00 (+0.40)

[Protective Home](#) [My Account Home](#) **[Claims](#)** [Certificates](#) [Reports](#) [Tutorials](#) [Agents](#)

2. You will be directed to a form. Please complete and submit the form. One of Protective's adjusters will contact you to continue processing your claim.

REPORTS & LOSS RUNS

1. To view reports and loss runs from the Agent Portal homepage, select **View Reports & Loss Runs**.

Customer Information

Use the following links to view information about your Protective-insured customers.

Please note: Depending on your book of business, you may not have access to all customer information features.

View Claims

View Reports & Loss Runs

2. Select your **Account** name and hit **Go**.

Return to main Protective website >>
BWINB: \$22.00 (+0.40)

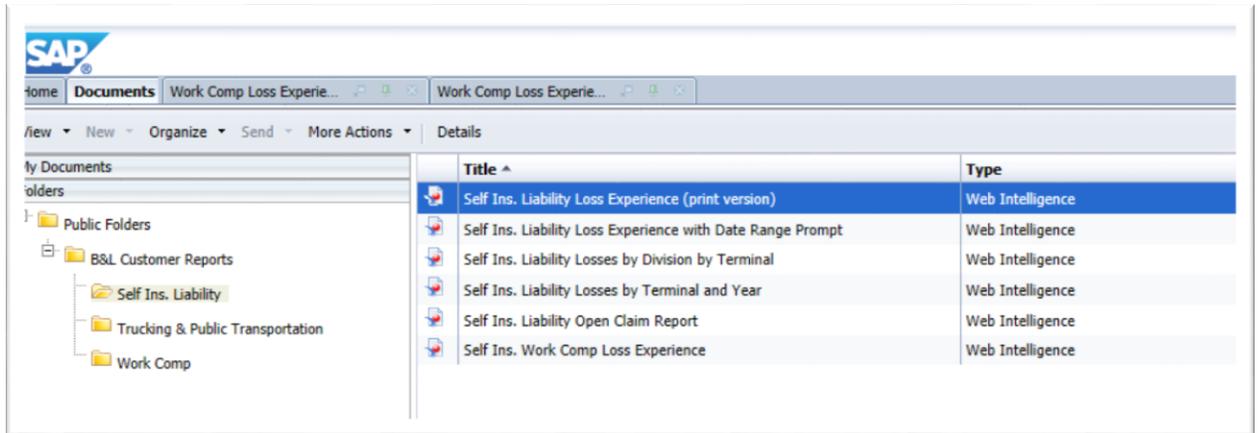
[Protective Home](#) [My Account Home](#) [Claims](#) [Certificates](#) [Reports](#) [Tutorials](#) [Agents](#)

Protective Insurance > Reports

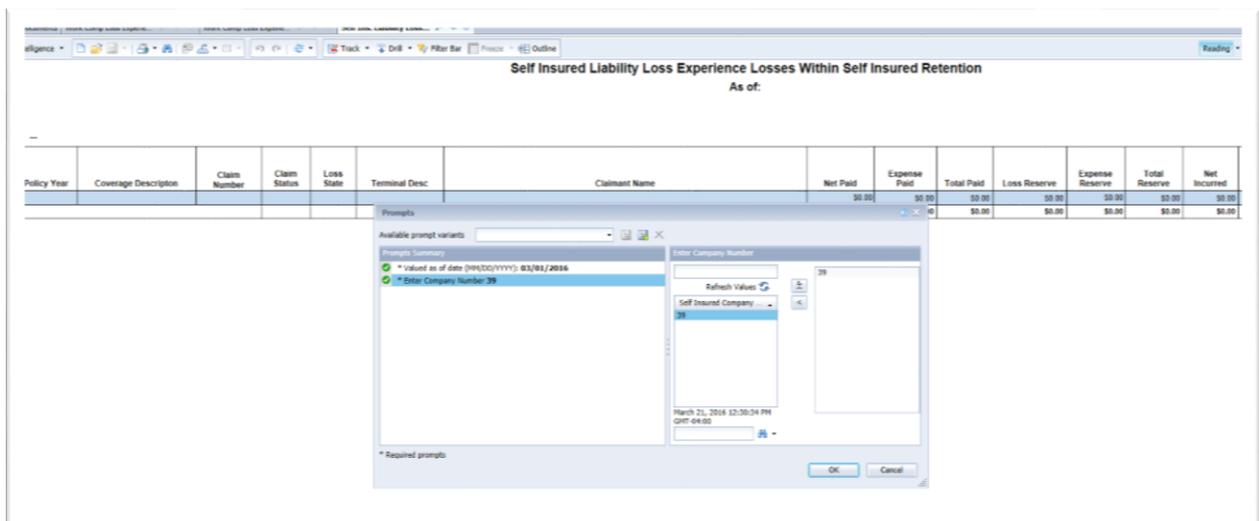
Reports

Choose Account to view reports: **ABC Trucking**

3. Select the desired product from the folders on the left, and then select the desired report on the right.



4. If you are prompted to enter any report parameters, enter the appropriate values and select OK.



5. You will then see the report data.

Self Insured Liability Loss Experience Losses within Self Insured Retention											
As of: 3/21/2016 12:00:00 AM											
#MULTIVALUE											
Policy Year	Coverage Description	Claim Count	Net Paid	Expense Paid	Total Paid	Loss Reserve	Expense Reserve	Total Reserve	Net Incurred	Expense Incurred	Total Incurred
1998	LIABILITY	14	\$260,195.70	\$172,197.88	\$432,393.58	\$0.00	\$0.00	\$0.00	\$260,195.70	\$172,197.88	\$432,393.58
	Totals	14	\$260,195.70	\$172,197.88	\$432,393.58	\$0.00	\$0.00	\$0.00	\$260,195.70	\$172,197.88	\$432,393.58
Policy Year	Coverage Description	Claim Count	Net Paid	Expense Paid	Total Paid	Loss Reserve	Expense Reserve	Total Reserve	Net Incurred	Expense Incurred	Total Incurred
2000	GENERAL LIABILTY	3	\$0.00	\$1,076.10	\$1,076.10	\$0.00	\$0.00	\$0.00	\$0.00	\$1,076.10	\$1,076.10
	LIABILITY	690	\$2,506,935.44	\$451,463.39	\$2,958,398.83	\$0.00	\$0.00	\$0.00	\$2,506,935.44	\$451,463.39	\$2,958,398.83
	Totals	693	\$2,506,935.44	\$452,539.49	\$2,959,474.93	\$0.00	\$0.00	\$0.00	\$2,506,935.44	\$452,539.49	\$2,959,474.93
Policy Year	Coverage Description	Claim Count	Net Paid	Expense Paid	Total Paid	Loss Reserve	Expense Reserve	Total Reserve	Net Incurred	Expense Incurred	Total Incurred
2002	GENERAL LIABILTY	1	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	LIABILITY	163	\$532,123.15	\$175,187.91	\$707,311.06	\$0.00	\$0.00	\$0.00	\$532,123.15	\$175,187.91	\$707,311.06
	Totals	164	\$532,123.15	\$175,187.91	\$707,311.06	\$0.00	\$0.00	\$0.00	\$532,123.15	\$175,187.91	\$707,311.06
Policy Year	Coverage Description	Claim Count	Net Paid	Expense Paid	Total Paid	Loss Reserve	Expense Reserve	Total Reserve	Net Incurred	Expense Incurred	Total Incurred
2003	LIABILITY	159	\$817,180.39	\$301,066.02	\$1,118,246.41	\$0.00	\$0.00	\$0.00	\$817,180.39	\$301,066.02	\$1,118,246.41
	Totals	159	\$817,180.39	\$301,066.02	\$1,118,246.41	\$0.00	\$0.00	\$0.00	\$817,180.39	\$301,066.02	\$1,118,246.41

TUTORIALS & HELP

1. For additional help accessing the Agent Portal, you can also view a video tutorial by selecting the **Video Tutorial** link on the Agent Portal homepage.

