

# MY ACCOUNT IS YOUR ONE PLACE FOR EVERYTHING.

My Account is our online customer portal that makes managing your business insurance policies quick and easy. How? By giving you everything you need all in one place. Available capabilities may differ based on policy type.

Just look at all you can do\* with My Account:

## POLICY MANAGEMENT

### ALL YOU NEED TO MANAGE YOUR POLICIES.



#### VIEW

- All the important details of your policy in one convenient location
- See what policy changes have been made and the status of the request in the activity tracker



#### 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® to manage and update payroll

# BILLING CONTINUED

## EASILY SUBMIT FOR PROCESSING.



### 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
  - » Change account draw date

# SERVICE REQUESTS | ENDORSEMENTS

## ADD OR CHANGE INFO IN REAL TIME.



### 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 POLICY

- Add, remove and/or view drivers

## TRANSACTIONS MADE QUICK AND EASY.



### REQUEST

- Business auto identification card
- Policy cancellation



### CHANGE - GENERAL POLICY

- Add and/or remove additional interests/insureds



### CHANGE - 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

# AUDIT

## PERFORMING AN AUDIT? NO WORRIES.



### 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.



### FILE FIRST NOTICE OF LOSS

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



### VIEW

- Status
- Payments made and reserve amounts and type

# RESOURCES

## KEEP YOUR BUSINESS SAFE AND REDUCE RISK.



### ACCESS RESOURCES

- Learn about how to keep your business safe and reduce risk.



### KEEP YOUR DRIVERS SAFE

- Complete our eLearning course for driver improvement.



### FEATURED ARTICLES

- Get access to all of our safety resources.

# EASY REGISTRATION

- Have your policy or billing account number handy
- Click CREATE ACCOUNT to get started
- Visit [business.TheHartford.com](https://business.TheHartford.com)

## ➤ RANKED #1 IN OVERALL DIGITAL CAPABILITIES FOR SMALL BUSINESS CUSTOMERS<sup>1</sup>

For four years running, we topped the Keynova Small Commercial Insurance Scorecard.

**#1 Functionality**  
core digital capabilities

**#1 Policyholder Acquisition**  
coverage options available at new business quote

**#1 Ease of Use**  
usability elements

**#1 Support and Access**  
chat and virtual assistance

**#1 Claims**  
document and picture upload; ability for injured workers to track a claim

**#1 Service**  
account management and billing

## MANAGE YOUR INSURANCE POLICIES WITH EASE.

Register today at [business.TheHartford.com](https://business.TheHartford.com)



Business Insurance  
Employee Benefits  
Auto  
Home

<sup>1</sup>Online capabilities may differ depending on your policy.

1. Insurance carrier Website ranking by Keynova – Scorecards for Financial Services data as of September 2022.

The Hartford® is The Hartford Financial Services Group, Inc. and its property and casualty subsidiaries, including Hartford Fire Insurance Company. Its headquarters is in Hartford, CT.

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