

Access your account online



Take a look at the capabilities available to you

- ✓ **Pay bills quickly and easily**
 - View account status, payment history, and billing notices.
 - Enroll in automatic payments or make one-time online payments.
 - Maintain online bank data for future use.
 - Sign up for paperless billing and email notifications.
- ✓ **Access your policy**
 - Review and print policy documents.
 - View activity including renewals and endorsements.
 - Sign up to receive your policy documents electronically.
- ✓ **Complete your premium audit quickly and more accurately**
 - Conveniently access all your auditable policies on the eReport dashboard.
 - Complete and submit your audit information online following step-by-step instructions.
 - Ability to share access with a trusted third party, such as an accountant or agent.
 - Safely and securely upload supporting documentation.
 - Save or print a copy for your records.
- ✓ **Generate a Certificate of Insurance***
 - Create, print and/or email a Certificate of Insurance.
- ✓ **Check the status of your claim**
 - View details of property, liability, auto, and workers compensation claims.
 - Access payment history.
 - Contact claims adjusters.
- ✓ **Improve safety and reduce risk**
 - Download safety training and access OSHA tools and industry research.
 - Identify potential accident and injury sites and build programs to reduce risks.
 - Review disaster readiness, business continuity, and crisis management plans.



Self-Service 24/7 at <https://mybusiness.libertymutual.com>

Scan this QR code to access or create your online account.

*Not available for all lines of business.

Coverage provided and underwritten by Liberty Mutual Insurance Company or its subsidiaries or affiliates. Learn more about our privacy policy at libertymutual.com/privacy.
©2023 Liberty Mutual Insurance, 175 Berkeley Street, Boston, MA 02116.

Create your online account



1

Go to <https://mybusiness.libertymutual.com> or scan the QR code to the right and select **Create an account**.

A screenshot of the Liberty Mutual My Business Online login page. The page has a yellow header with the Liberty Mutual logo and the text "My Business Online". Below the header is a white box containing the login form. The form has the title "Log in to My Business Online" and includes fields for "Username" and "Password" (with a "Show" link). There is a "Remember me" checkbox and a "Log In" button. Below the login form, there is a link "Make a one-time payment, enroll in automatic payments or paperless billing >". Underneath that is a link "Forgot your username or password? >". A red box highlights the "Create an account >" link. At the bottom, there is a "Still Need Help?" section with contact information: Phone: 1-877-688-8254, Email: Liberty.Support@LibertyMutual.com, and hours: Monday through Friday, 8 a.m. to 8 p.m. ET. A disclaimer at the very bottom states: "By logging into eService you are agreeing to our Electronic Delivery Policy Documents Terms and Conditions and consent to receive documents electronically."

2

Complete the fields below. Then select **Create**. You will need your policy number and mailing postal code.

A screenshot of the "Create your profile" form. The form has a title "Create your profile" and a link "Already have a profile? [Sign In](#)". The form is divided into three sections: "Contact Information", "Log In Information", and "Policy Information". The "Contact Information" section has fields for "First Name", "Last Name", "Email Address", and "Re-enter Email Address". The "Log In Information" section has fields for "Username" (with a help icon), "Password" (with a help icon), and "Re-enter Password", along with a checkbox "Use My Email Address As My User ID". The "Policy Information" section has fields for "Policy Number" (with a help icon) and "Zip Code". Below the form, there is a disclaimer: "Your policy number and zip code are used to identify the information that will be presented in your portal." At the bottom, there are two buttons: "Cancel" and "Create", with the "Create" button highlighted by a red box.

3

Once logged in, you will need to add any additional policies to your profile. Select **Policies** > **Add a Policy**.

The screenshot shows the 'Policies' page with navigation links for Billing, Claims, Certificates, Documents, and Premium Audit. A table lists existing policies, and two buttons are visible at the top right of the table area.

Policy Number	Type	Insured Name	Zip Code	Remove Policy
AZG9167	AUTOB		82331	

Buttons: **+ Add a Policy**, **+ Add a Certificate**

4

Enter the policy number and mailing ZIP code. Then select **Add policy**. Repeat for any additional policies.

The 'Add a Policy' modal form includes a note that all fields are required, input fields for Policy Number and Zip Code, and a note that the ZIP code must match the policy mailing address. The 'Add policy' button is highlighted with a red border.

Add a Policy [Close]

Please note that all fields are required.

Policy Number

Valid policy formats are no prefix, 7 digits (1234567) or with alpha prefix and 8 digits (XWA12345678)

Zip Code

ZIP code must match policy mailing address

Cancel **Add policy**