

AGENT ONLINE/WEBSITES SERVICES

Agent Portal/Services -- www.uticafirst.com/agentaccess.html

Did you know that many of the routine services or information you contact Utica First regarding can be found via our website! Listed below are some of the most common items we receive calls on.

'Customer Service' Services Offered to Agent:

Company Specific Forms

LOGIN=>AGENCY INFORMATION=> FORMS & BROCHURES

--Credit Card payment form & E-Z Direct Deposit form

-- Commercial lines supplement applications & Personal lines supplement applications

-- Commercial renewal survey forms

Copy of current policy

LOGIN=>POLICY SEARCH=>POLICY DOCUMENTS OR LOGIN=>AGENTS INBOX

Information on claim status

LOGIN=>CLAIM INQUIRY

Information on existing policy

LOGIN=>POLICY SEARCH

Information on policy billing

LOGIN=>BILLING INQUIRY

Loss Runs

LOGIN=>AGENCY REPORTS=>AGENCY TOOLS=>LOSS RUN REPORTING

Notice of Loss

LOGIN=>NOTICE OF LOSS

Renewal forms, Policy forms & Application Supplements

After login select AGENCY INFORMATION=>Select FORMS tab

Dec Pages, Endorsements & Invoices

After login select POLICY DOCS/DECS=>Enter information. For policy number just enter numerical info

Artisan Policy Survey Status

After login select AGENCY REPORTS=>Select AGENCY TOOLS=>Select ARTISAN POLICY SURVEY REPORTING

Agent Manuals

LOGIN=>AGENCY INFORMATION=> COMMERCIAL LINES MANUALS or PERSONAL LINES MANUALS

Announcements of rate changes & underwriting info

LOGIN=>AGENCY INFORMATION=>COMPANY NEWS=>AGENCY E-MAIL ARCHIVE

Company Personnel Directory with email address

LOGIN=>WELCOME=>COMPANY DIRECTORY

POLICYHOLDER ONLINE/WEBSITES SERVICES

Policyholder Portal/Services -- www.uticafirst.com/policyholder.html

All of our policy holders will receive information regarding their account with a new policy or upon their policy renewal. On request access for all policy holders is available now under Account Registration!

'Self-Services' Offered to Policyholder:

Policy Documents=>	View and/or print complete policy including all policy forms
Billing=>	Paying invoices online Viewing and/or print billing statements and payment history
Policy Details=>	View all policy info and coverage limits
Claims=>	Information and status Paid/reserve amount Internal adjustor info/name/contact info
Paperless Availability=>	Allows insured to go paperless with us
Agent Contact Info=>	Provides agent info, address, and phone/email
Artisan Survey=>	When Artisan policyholders receive notification that a survey is due, the notification form provides the phone # for the insured to contact us. As a better alternative, it also provides them with a website and access info for the insured to complete the survey via our website. The phone system availability if M-F from 7am – 5pm, but the online survey is available anytime! The online survey is only available in English at the current time.