

Policyholder Access FAQs

for personal insurance policyholders

Q. What is Policyholder Access?

A. Policyholder Access is a secure site on emcinsurance.com where personal insurance policyholders can view policy information, review billing statements, make a payment, print duplicate auto ID cards and find their agent's contact information.

Q. How do I sign up?

A. All policyholders were mailed a letter when Policyholder Access became available in their state, which included a one-time registration key. All you need to sign up is an account number, the date of birth on the policy and that one-time registration key.

Q. What if I can't find my letter with the registration key?

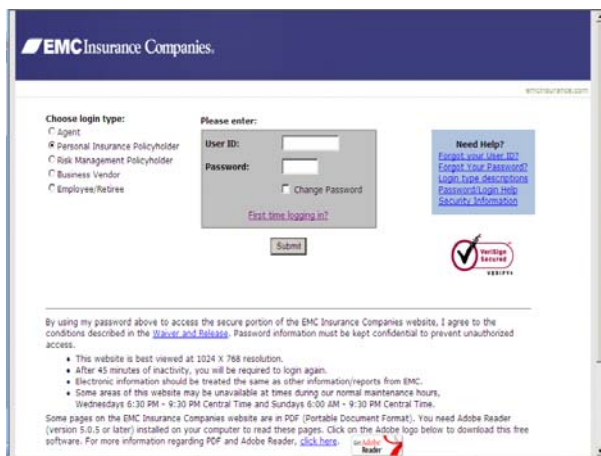
- A. You can request a new registration key on our website by following these steps:
1. Click **Login** on the emcinsurance.com homepage
 2. Select **Personal Insurance Policyholder** as the login type
 3. Click **First time logging in?**
 4. Click **Request Registration Key** and a new registration key will be mailed to you

Q. What if I need help logging in or have questions about how to use Policyholder Access?

A. EMC has a dedicated toll-free number and email address for personal lines policyholders who need help: EMC Online Assistance, 800-988-1423, or OnlineAssistance@emcins.com. Hours are 8 a.m.-4:30 p.m., Monday-Friday (Central time).



Policyholder Access homepage



Login screen



Registration screen

Q. Is this access available for commercial lines policyholders?

A. Not at this time.

Q. Can I report a claim online?

A. This service is available in all EMC territories to policyholders with participating agents.

Q. Can my agent sign me up for Policyholder Access?

A. No. It's important that you sign up because you need to set up a user ID, password and security question/answer.