QuickComp USER GUIDE

QuickComp is the gateway to doing business with MEMIC online and is available to all agencies currently set up with MEMIC. Here are some of the things you can do through the QuickComp portal:

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LOGIN

Go to: https://quickcomp.memic.com/login.aspx You can also access QuickComp from MEMIC's website www.memic.com under the "FOR MEMIC AGENTS" tab.

Initial User ID: your email address

Initial Password: your email address (all lowercase) Once you login, you will be prompted to create your own password.

NOTE: Each QuickComp user must have their own unique profile and sharing user credentials is prohibited.

FORGOT YOUR PASSWORD?

Follow the "Forgot Passwords" link on the QuickComp login screen and an e-mail will be sent to reset your password.

QUICKCOMP TAB DESCRIPTIONS

- HOME QuickComp's welcome page, it contains quick links to content and services.
- INQUIRY Allows users to view detailed policy and claims information as well as retrieve loss runs.
- **eDOCS** Retrieve policy and agency documents and view latest document notifications.
- MAINE QUOTES Allows users to quote and submit new business applications to MEMIC (available for Maine risks only).
- FORMS Helpful forms including applications, EPLI forms and marketing materials.
- **EPLI** Explains the benefits of EPLI (Employment Practices Liability Insurance).
- ADMIN Allows agency admins to perform functions including adding new users and setting up eDoc notifications.

ROLES

QuickComp users are assigned either an Agent or Administrator Role.

- Agents are the standard QuickComp user whether an agent or support person.
- Administrators are dedicated individuals serving as the point of contact for both MEMIC and agency users. Administrators have additional rights including adding new users and setting up eDoc notifications.

SECURITY NOTE

All policy information contained within MEMIC's agency portal is secure and all users must have their own unique profile to access all proprietary information. Please see your agency administrator or call the QuickComp Helpline at (207) 791-3559 if you require a user profile.

SUPPORT

For assistance with your account contact your internal Agency Administrator, call the QuickComp Helpline (207) 791-3559 or email <u>QuickComp@memic.com</u>.



POLICY AND CLAIM DETAILS

HOW TO SEARCH FOR POLICY DETAILS

- 1 Inquiry tab
- 2 Policies
- 3 Enter Policy Number, Insured ID or Insured Name
- Click on Search and current term will be displayed (prior policy terms may be elected by selecting a different term in the "Policy Term" drop down menu)

Inquiry eDocs	Maine Quotes	Forms	EPLI Admi	in Logoff		
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Loss Run						
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HOW TO SEARCH FOR CLAIM DETAILS

- 1 Inquiry Tab
- 2 Claims
- **3** Enter Claim Number or Last Name
- 4 Click on Search

Home Inquiry eDocs Maine Quotes Forms EPLI Admin Logoff Agency Claims 2 agher Risk MGT Svcs Inc Insured Insured ID: Insured ID: Insured ID: Insured ID: Insured Name: Search Insured Policy Eff Date Exp Date Status Action No records to display. Agency: 1810009999 - Hollywood Movie Production Company Search 4 Search Options Search 4 4 Action Action Policy Claim No Claimant Loss Dt Type Status Action	100							<u></u>	
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LOSS RUNS AND POLICY DOCUMENTS BY DATE

HOW TO SEARCH FOR LOSS RUNS

- 1 Inquiry Tab
- 2 Loss Run
- Enter policy number and click "Go"
- 4 Select loss run variables
- 5 Select either "PDF Loss Run" or "Excel Loss Run"

Loss Run	Home Inquiry eDocs Maine Quotes Forms EPLI Admin Logoff
Actions	Policies Claims 2 Loss Run V
Policy Number 3 1810009999 Go	Locations:
	Claim Type: All
	Report Totals: O Combine Policy Terms © Separate Policy terms
	Loss Incurred: All Dollar Levels Greater or equal to: Dollars
	DF Loss Run Excel Loss Run

HOW TO SEARCH FOR POLICY DOCUMENTS WITHIN A DATE RANGE

- 1 eDocs tab select Policy Docs
- 2 All Policies Processed tab search by Processing or Effective date range
- Select Document Types and click "Load selected documents"
- 4 Click View in Action column or Download to zip file





SEARCH FOR SINGLE POLICY DOCUMENTS

HOW TO SEARCH FOR POLICY DOCUMENTS

- 1 eDocs tab select Policy Docs
- 2 Single Policy tab click on "Search for a policy"
- 3 Enter policy number or insured name and click "Go"
- 4 Click View in Action column or Download to zip file

Home Inquiry e	Docs	Maine Quotes	Forms	EPLI	Admin	Logoff			
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Select Document Type Select All on th File Name \$	s: 8 ite is page	ems checked		Policy	/	- 0)R -	Insured Name	3
No records to display.									
Download									

HOW TO SEARCH FOR POLICY DOCUMENTS IN A DATE RANGE

- 1 eDocs tab select Policy Docs
- 2 Select search criteria and date range
- 3 Select Document Types in drop down menu
- Click on Load selected documents
- 5 Click View in Action column or Download to zip file

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	Sear	ch for a different	policy.						
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All Policies Proc Date Range b Processir Effective ielect Document Select All c File Nam C Gancel-Pe Pol Eff: 10	eDocs eessed pased on: ng Dates Dates Types: 8 on this pag ne \$ ending 012 D-12-2016	Maine Quotes Single Policy From Date 3/15/2017 items checked e 345678 - ABC Corp	Forms	EPLI To Date 3/20/201	Admin	Logoff	ed documents 4 Agency \$ 01234 18 - Generic Agency	Size 4K	Actio <u>View</u>



AGENCY DOCUMENTS AND MY DOCUMENTS

HOW TO SEARCH FOR AGENCY DOCUMENTS

- 1 eDocs tab select Agency Docs
- 2 Select Document Types and Agencies
- 3 Choose Date Range and click "Load Selected Documents"
- Click View in Action column or Download to zip file



Audit Worksheet 1810009999 - Bushwood Country Club Pol Eff: 02-15-2016

HOW TO SEARCH FOR MY DOCUMENTS

- 1 eDocs tab select My Documents
- 2 Select Document Types and Agencies
- 3 Select My Recent Notifications date and click "Load Selected Documents"
- Click View in Action column or Download to zip file



1810009999 - Caddyshack Insurance 3K View

HOW TO QUOTE AND SUBMIT NEW BUSINESS (MAINE ONLY)



Follow the on-screen instructions and enter the required information to receive a Quote Indication.

If you wish to continue to a full Submission, follow the system prompts. As you move through the screens, the system will prompt you for any required information and will automatically refer to the Underwriter if needed. Once you have completed all required information (and the quote has been approved by the underwriter if required) you will receive an approved Quote Letter that you may deliver to your client.

If you wish to Bind coverage, follow the prompts within the system to Submit/Request Issuance.

DEPOSIT PAYMENT OPTIONS:

- Agency may enter an EFT transaction within the submission application
- Agency may send an email to the Policyholder with a link to pay the deposit by EFT
- Agency may attach a Comp-As-You-Go Intent form (if this payment plan is selected)
- Agency may indicate that they will send a check

All Deposits must be received by the date indicated on the Quote Letter to retain requested effective date.



FORMS AND EPLI TABS

FORMS TAB

The Forms tab includes helpful forms and documents to help make doing business with MEMIC a breeze.

Select ALL or a category under drop down menu to narrow list.

CATEGORY LIST:

- Additional Forms
- Supplemental Applications
- Construction Certification
- ► Training
- ► EPLI
- Marketing
- Payment Plans
- Company

EPLI TAB

The EPLI (Employer Practices Liability Insurance) tab provides information on this unique endorsement as well as forms to help educate your client. Questions pertaining to this coverage should be directed to your underwriter.

lome	Inquiry	eDocs	Maine Quotes	Forms	EPLI	Admin	Logoff
List	Options	Search	Options				
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ССР В	rochure (for	Agents)					
Choos	ing MEMIC	- Claims					
Choos	ing MEMIC	- Claims v	2				
Choos	ing MEMIC	- Colleges	and Universities				
Choos	ing MEMIC	- Financial	Services				
Choos	ing MEMIC	- Financial	Strength v11-29-1	.2			
Choos	ing MEMIC	- Healthca	re				
Choos	ing MEMIC	- Hospital	ity				
Choos	ing MEMIC	- Manufac	turing				
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Home Inquiry eDocs N	laine Quotes Forms	EPLI	Admin	Logoff				
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Reference forms for EPLI:								
	Form Name	_	_	_	Action			
EPLI - FAQ's					View			
EPLI - FTE Calculator					View			
EPLI - Welcome to MEMIC Edge					View			
EPLI at a glance					View			
EPLI Claim Supplemental Questi	onnaire				View			
EPLI Claim Supplemental Questi	onnaire Fillable template				View			
EPLI Info Page v10, subset 9.9			View					
EPLI Sample Endorsement			View					
EPLI Sample Sales Letter			View					
EPLI Supplemental Questionnair	e - Fillable Template				View			
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MEMIC Edge with EPLI	MEMIC Edge with EPLI							
Every day in the U.S. hundreds of lawsuits are filed against employers. No matter how large or small you are, if you have employees, you are at risk. MEMIC Edge with EPLI is your answer to mitigate that risk. This quality, affordable coverage is now available, exclusively throug MEMIC, as an endorsement to your workers' compensation poly:								
For a low price, MEMIC Edge will provide you with coverage including legal defenses against:								
Discrimination Wrongful discipline Wrongful termination Breach of employment of Wrongful infliction of employment	• S • N • F ontract • D otional distress	Sexual hara Negligent ev Failure to er Deprivation	issment valuation mploy or of caree	promote r opportunities	5			
MEMIC's workers' compensatio are some of the same strategie	n policy combines perfe s that reduce your risk t	ectly with EF to employm	PLI. The nent relat	strategies ME ted lawsuits. A	MIC recommends f nd, because of ME	or reducing workplace injur MIC's scope in the Maine m		



CREATE AND DEACTIVATE USER PROFILE (ADMIN)

HOW TO CREATE A NEW USER PROFILE

- Find new user's associated agency code under the Agency drop down menu
- Click on "Add New User" in Actions Box
- Complete First & Last Name, Title, Email, Access to Agency Codes, Access to Agency Reports and Setup Document Notifications (see how to set up eDoc notifications on pg. 8)
- 5 Send the new user a MEMIC QuickComp User Guide

HOW TO DEACTIVE A USER PROFILE



- 2 Find user's associated agency code under the "View Options / Agency" drop down menu
- Find the user's profile on the list and click "View" in the "Detail" column
- 4 Click on "Status" drop down menu and select "Inactive"

5 Save

User List	nome inquiry cooes	Manie Quotes Tornis EFE Admin	Logon			
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	Balboa, Rocky	The Rocky Agency	Customer Service Representative	No	Active	View
	Creed, Apollo	The Rocky Agency	Producer	No	Active	View
	Evers, Tony D.	The Rocky Agency	Customer Service Representative	No	Active	View
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SET UP eDOC NOTIFICATIONS (ADMIN)

			1	Quick Comp
 HOW TO SET UP USERS TO RECEIVE eDOC NOTIFICATIONS Admin Tab Select user's associated agency code under the "View Options / code under the "View Options / 	Update Agent	Home Inquiry eCloss Maine Quotes Forms EPUI Agency: [04018-18Cross Insurance-Portland Insurance-Portland Insurance: Test Ins	Admin Logoff	
Agency" drop down menu		0202018 - CM Bowker Co		
Click on "View" of user's profile in "Detail" column	Natifications	Henry Terries allow Maine Anales France 1911	Advin Local	
 Click on "Notifications" in "Actions" box 	Actions • Return	Notifications for: Wayne Gretzky Add Notification	Information Page Cancel-Final Notice Cancel-Pending Reinstatement	
5 Select desired Agency and Document Type in "Add		Agency: 00000 - Generic Agency	Audit Worksheet Glaim Service Snapshot Notice of Non Renewal Policyholder Invoice	1 6
Notification" section using drop		Agency	Doc Type	Actions
down menus		00000 - Generic Agency 00000 - Generic Agency	Cancel-Final Notice	Delete
6 Save				

eDOC NOTIFICATIONS

Users may elect to be notified through MEMIC's eDoc notification process when a policy or agency document is available. If a policy transaction has occurred, users who have been set up with an eDoc notification will receive an email from MEMIC requiring them to log into QuickComp. Once the user has logged in successfully, QuickComp will redirect the user to the latest published documents available. (See above for Admin set up of eDoc notifications.)



FREQUENTLY ASKED QUESTIONS

"I CAN'T LOG INTO QUICKCOMP."

There are numerous reasons why an agent cannot login to QuickComp, including an expired password, spaces before or after their email address, pop up blockers, or incorrect information. You can reset your own password with the "Forgot Password" link on the login page or by seeking assistance from MEMIC's QuickComp Helpline (see below).

"CAN I GET A QUICKCOMP ACCOUNT?"

To request a QuickComp account, contact your internal MEMIC Agency Administrator, MEMIC's Technical Support directly or by <u>clicking here</u>.

"HOW DOES MY CLIENT GET A POLICY PORTAL ACCOUNT?"

Policyholders with a policy premium of \$50,000 or more may be set up with a Policy Portal account by calling 207-791-3576 <u>or by clicking here</u>. Once the account is set up, policyholders can view their claims and retrieve a loss run.

"HOW DO I MAKE A CHANGE TO MY USER PROFILE?"

If you have to make a change to your user profile (access to another location, change title or email address), please contact your own agency administrator or call MEMIC's QuickComp Helpline (see below).

"HELP, I'M RECEIVING AN ERROR MESSAGE."

If you are receiving an error, close your browser and try again. If you are still receiving an error, please call our QuickComp Helpline (see below).

"CALLER HAS A BILLING QUESTION."

Premium billing information for policies beginning with 181 is posted on QuickComp. It clearly displays the bill's status including when a payment is due, how much or whether the bill is paid or overdue. You will find billing information under the Inquiry tab / Policy Search / enter policy number / View Billing. For further billing questions, please contact your MEMIC billing representative or call 1-800-660-1306.

"WHAT IS THE STATUS OF A CLAIM?"

To search for a claim by its policy number, go to the Inquiry tab / Policy Search / enter policy number / View Claims / find the claim table. To search by claim number or person's name go to the claim search link under the Inquiry tab.

"HOW DO I REQUEST A LOSS RUN IN QuickComp?"

There are three avenues to retrieve a loss run; there is a quick link on the Welcome page of QuickComp, a direct link from a policy's detail page or through the Inquiry tab / Loss Run links.

"HOW DO I FIND A DOCUMENT IN QuickComp?"

You may find policy and agency related documents under the eDocs tab / Policy or Agency Documents / Search.

"WHEN I RECEIVE AN eDOC NOTIFICATION EMAIL AND LOGIN, THERE ARE NO DOCUMENTS?"

These documents are located under the eDocs tab / My Document and are sorted by date published; use the date drop down menu to find the documents.

QuickComp Helpline

Technical support is just a phone call or email away at (207) 791-3559 and QuickComp@memic.com

