# 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:

## TABLE OF CONTENTS

## 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 QuickComp@memic.com.**

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# POLICY AND CLAIM DETAILS

## HOW TO SEARCH FOR POLICY DETAILS

**1** Inquiry tab

**2** Policies

**3** Enter Policy Number, Insured ID or Insured Name

**4** 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)



## HOW TO SEARCH FOR CLAIM DETAILS

**1** Inquiry Tab

**2** Claims

**3** Enter Claim Number or Last Name

**4** Click on Search

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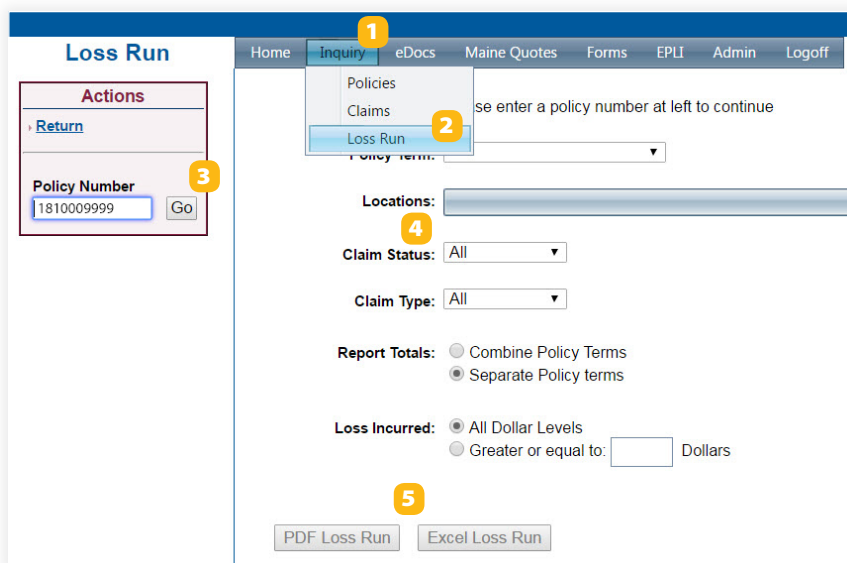
# LOSS RUNS AND POLICY DOCUMENTS BY DATE

## HOW TO SEARCH FOR LOSS RUNS

1. Inquiry Tab
2. Loss Run
3. Enter policy number and click "Go"
4. Select loss run variables
5. Select either "PDF Loss Run" or "Excel Loss Run"
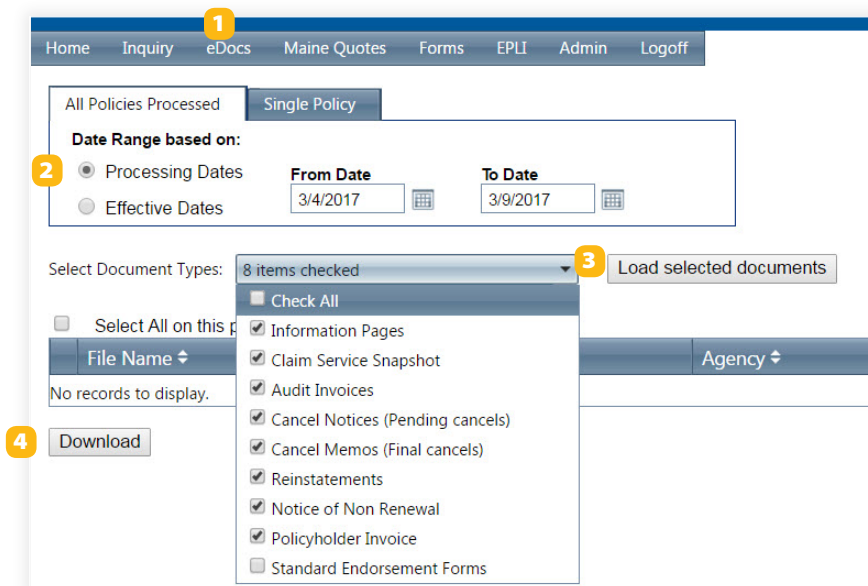
## HOW TO SEARCH FOR POLICY DOCUMENTS WITHIN A DATE RANGE

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

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# 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
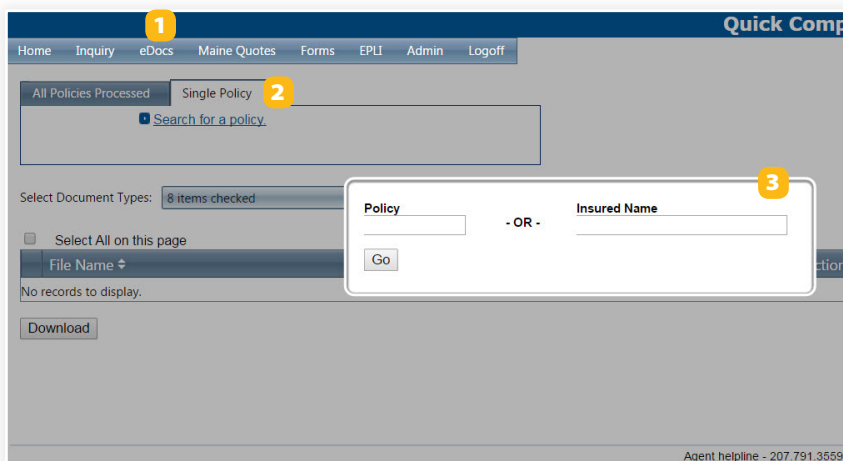


## HOW TO SEARCH FOR POLICY DOCUMENTS IN A DATE RANGE

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

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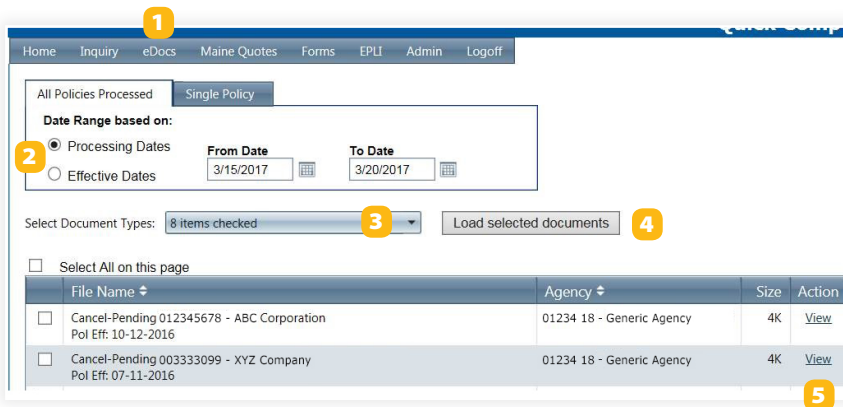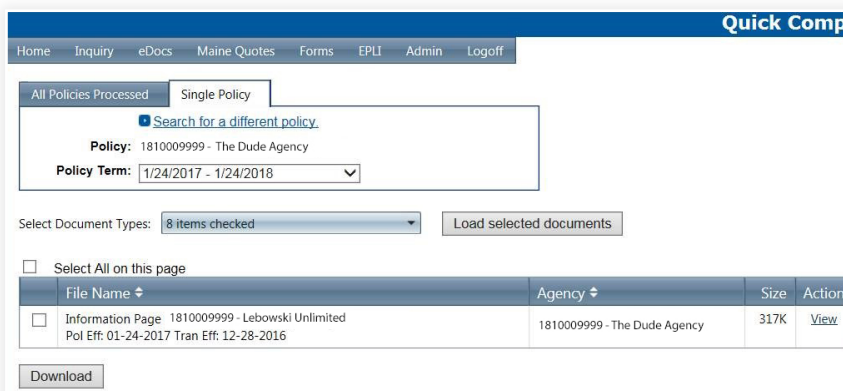
# AGENCY DOCUMENTS AND MY DOCUMENTS

## 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"

**4** Click View in Action column or Download to zip file



## 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"

**4** Click View in Action column or Download to zip file

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# HOW TO QUOTE AND SUBMIT NEW BUSINESS (MAINE ONLY)

*Note: If you have business for other coverage states, please contact your Underwriter or send a complete submission to submission@memic.com*

## HOW TO QUOTE AND SUBMIT NEW BUSINESS

**1** Select Maine Quotes tabs

**2** Click on Add New Quote Now on next slide.

**3** Select associated agency code

**4** Complete fields (* fields are mandatory)

**5** Click on Continue to save and proceed to next tab

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.

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# 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.

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# CREATE AND DEACTIVATE USER PROFILE (ADMIN)

## HOW TO CREATE A NEW USER PROFILE

**1** Admin Tab

**2** Find new user's associated agency code under the Agency drop down menu

**3** Click on "Add New User" in Actions Box

**4** 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

**1** Admin Tab

**2** Find user's associated agency code under the "View Options / Agency" drop down menu

**3** 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

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# SET UP eDOC NOTIFICATIONS (ADMIN)

## HOW TO SET UP USERS TO RECEIVE eDOC NOTIFICATIONS

**1** Admin Tab

**2** Select user's associated agency code under the "View Options / Agency" drop down menu

**3** Click on "View" of user's profile in "Detail" column

**4** Click on "Notifications" in "Actions" box

**5** Select desired Agency and Document Type in "Add Notification" section using drop down menus

**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 clicking here.

### "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 or by clicking here. 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**

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