

Version Date: 09/30/2016

[POLICYHOLDER PORTAL MANUAL]

This manual is for 1st Auto policyholders to access their policy information and make payments on the Policyholder Portal.

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1st Auto Policyholder Portal Instructions for Policyholders

Objective

This guide is for 1st Auto policyholders to access their policy information and make payments online. The policy holders can access the Policyholder Portal from 1st Auto's website. The manual provides step by step instructions to how to access and use the portal. The guide is divided into 2 sections:

1. Access a Policy
2. Make a Payment

The Appendix section contains instructions to make a payment for policies that have *PAWI-22222* number format.

Section 1: Access Policy Information

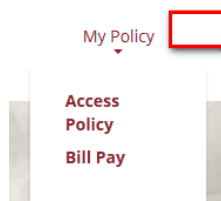
Prerequisites

- Before you access the Policyholder Portal make sure you have your policy number from the 1st Auto policy
- Only policies with the *PAWI- 022222-01* number format can be accessed on the 1st Auto Policyholder Portal
- The Policy number must have 10 characters including dash
- **Policies with *PAWI-22222* number format cannot be accessed through the 1st Auto Policyholder Portal.** The user will get message indicating they have to contact their agent to get information about their policy. Please refer to the Appendix section on how to make payments for policies in this number format.
- First time users will be required to create an account

Create an account in 1st Auto Policyholder Portal

Go to 1st Auto website, www.1stAuto.com

On the main screen click the down arrow under My Policy. To access your policy, select "Access Policy"



You will be directed to the screen (see next page) where you can enter the policy number and click “Go”. Policy numbers must be entered exactly as shown on the bill including all letters, numbers (0-9) and the dash (-). Note there are no spaces before or after the dash.

Access Policy ×

Enter the complete policy number below. Need help?

Policy Number Go

1stAuto
P.O. Box 7988
MADISON, WISCONSIN 53707-7988

PREMIUM STATEMENT

Date of Mailing: 04/24/2016 Policy Period: 05/18/2016 - 11/18/2016

Policy #: **PAW1-22222**

Policy Type: PERSONAL AUTO
Invoice Type: RENEWAL
Installation Description: 0801 Full Pay

Auto Insurance Invoice
Policy Number: **PAW1022222-01**
Policy Period: July 01, 2016 to January 01, 2017

Named Insured(s):
██████████

Your 1stAuto
WRC AGI
2810 CIT
MADISON
Phone: 608-261-1111

Invoice Date: July 13, 2016

To create an account, select “Create an Account”

Sign in with your User Id and Password.

User Id User Id is case sensitive.

Password Password is case sensitive.

Remember my User Id

Sign In

[Forgot Password?](#) | [Forgot User Id?](#)

Don't have an account? [Create an Account](#)

On the following screen enter the requested information and select “Register”

Create Account - Step One

Please answer the following security questions:

Policy Number - First 10 characters of your policy number -
Example: PAW1022222-01

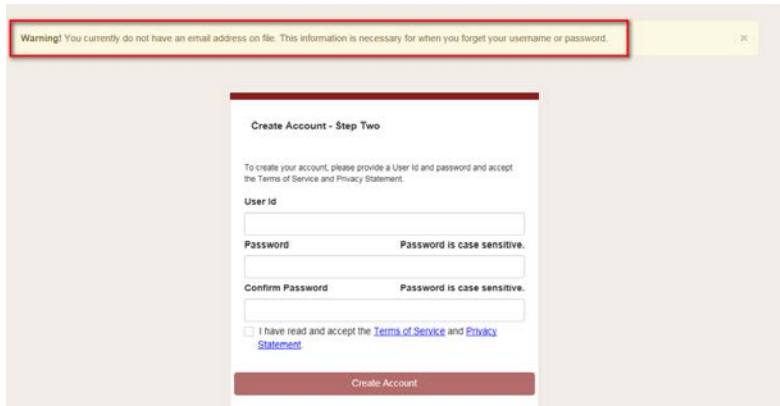
Date of Birth - Date of birth of any "Named Insured"

Telephone Number - Phone Number entered on application

Zip Code - From the "Named Insured" address shown on declaration page

Register

On the next screen enter the User ID and Password. If you get the message “You currently do not have email address on file”, please call your agent to update this information on your policy. Select “Create Account” to create your account.

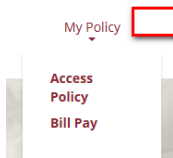


Access Policy

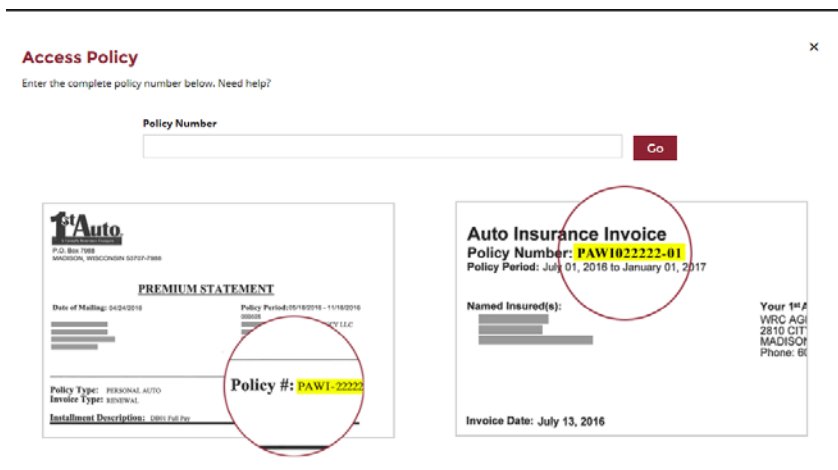
This section is to access policies with format PAWI 022222-01. For policies with format PAWI-22222 please contact your agent.

Go to 1st Auto website, www.1stAuto.com

On the main screen click the down arrow under My Policy. To access your policy, select “Access Policy”



You will be directed to the screen where you can enter the policy number and click “Go”. Policy numbers must be entered exactly as shown on the bill including all letters, numbers (0-9) and the dash (-). Note there are no spaces before or after the dash.



If the policy has the number format PAWI 022222-01, the user will be directed to the following login screen. Enter your User ID and Password and “Sign In”

Sign in with your User Id and Password

User Id: User Id is case sensitive.

Password: Password is case sensitive.

Remember my User Id

[Forgot Password?](#) | [Forgot User Id?](#)

Don't have an account? [Create an Account](#)

The next screen will display as follows:

1stAuto

Home Request ID Cards

Welcome, Samson, Sarah | Logout

Change Password | Logout

Accounts

Account Number	Payout Amount	Invoice Date	Current Due	Due Date
Policy #	\$2,702.40		\$504.40	09/23/2016

Policy	Effective Date	Expiration Date	Status
Personal Auto	09/10/2016	09/10/2017	Active

My Agent

AGENT ADDRESS

Email

AGENT EMAIL

Request ID Cards

To request new ID cards, click on “Request ID Cards” on the top of the screen. You will get the following message:

Your ID cards will be sent to the following address. If the address is not correct, please contact your agent.

Mailing Address

Your Mailing Address

To submit your request, click the "Request ID Cards" button.

Select “Request ID Cards” to have the ID cards mailed to your address.

View Policy Documents & Print ID Cards

To view policy information click on the policy number under the “Policies” section

Policies

Policy

[Personal Auto](#)
PAWI00368

On the next screen you can view your policy information and download documents related to your policy. See example below.

NOTE: To print your ID card select the “ID Card” document from the listing. The document will open as an Adobe document. Print the document as needed.

The information presented here is not a declarations page, policy, or endorsement.

Policy Number: [REDACTED]

Effective Date	Expiration Date	Status
08/10/2016	02/10/2017	Active

Addresses

Mailing: [Your mailing address](#)

Billing: [Your billing address](#)

Documents

Document Type	Download Link
Insured Installment Automated Schedule	Download
Insured Endorsement Package	Download
Insured New Business Package	Download
WI Personal Auto Application	Download
Cash With Application Receipt	Download

To log out of the Policyholder Portal, click on “Logout” at the top of the main screen.

Welcome, [REDACTED] | [Logout](#)

Section 2: Make a Payment

This section is to access policies with format PAWI 022222-01. For policies with format PAWI-22222 please refer to Appendix section for instructions.

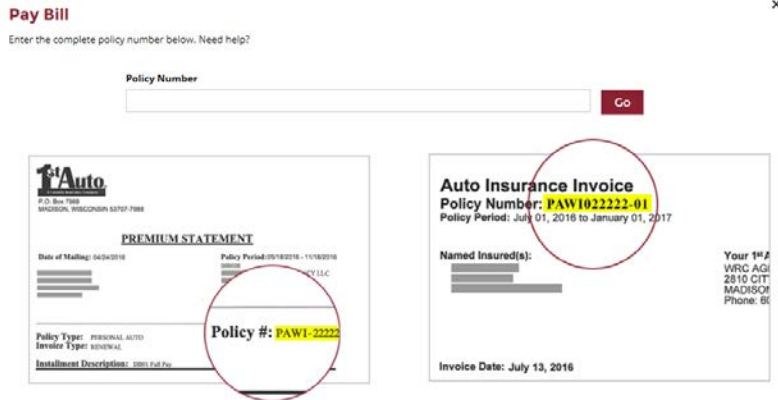
Go to 1st Auto website, www.1stAuto.com

On the main screen click the down arrow under My Policy. To access your payment information, select “Access Bill Pay”

My Policy [REDACTED]

- Access Policy
- Bill Pay

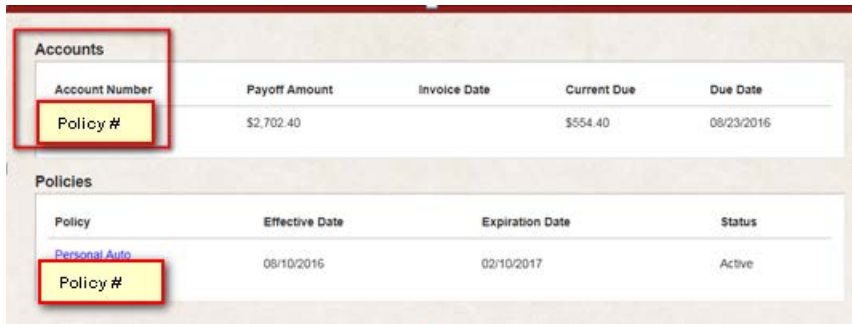
You will be directed to the screen (see below) where you can enter the policy number and click “Go”. Policy numbers must be entered exactly as shown on the bill including all letters, numbers (0-9) and the dash (-). Note there are no spaces before or after the dash.



If the policy has PAWI 022222-01 number format the user will be directed to the following login screen. Enter your User ID and Password and Sign In”



To make a payment, on the screen below click the policy number under the “Accounts” section



The next screen displays the payoff amount, recent payment activities, and balances. Select “Pay Now” to get to the payment screen.

Account	Policy #		
Payoff Amount	Current Due	Due Date	<input type="button" value="Pay Now"/>
\$2,702.40	\$554.40	08/23/2016	

Recent Payments

Payment Id	Receipt Date	Amount	Status
	08/23/2016	\$554.40	(Pending)

Balances

Policy Number	Payoff Amount	Current Due	Due Date	<input type="button" value="Show Payment Schedule"/>
Policy #	\$2,702.40	\$554.40	08/23/2016	

On the Payment screens enter the Payment Amount, Payment Method and Review Payment.

Step 1 : Payment Amount

How much would you like to pay?

Please select a payment amount.

- Current Amount Due \$554.40
- Payoff Amount \$2,702.40

Your payment will be processed on August 26, 2016

Step 2 : Payment Method

<p>Pay with Credit Card</p> <p><input type="radio"/> Add New Credit Card</p>	<p>Pay With Bank Account</p> <p><input type="radio"/> Add New Bank Account</p>
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Select "Make Payment" on the screen below to get the payment confirmation

Step 3 : Review Payment

Review Payment
Please review your payment details. Your chosen payment method will be charged on 08/26/2016.

Your payment of

Payment Amount

will be processed on

08/26/2016

Bank name

By selecting Make Payment, you authorize us to deduct the Payment Amount from the bank or credit card account on or after 08/26/2016. If the Payment Amount is returned NSF, you may be charged a fee. If this account is a joint account, your authorization constitutes authorization of all current and/or future account owners.



Payment Confirmation Details

Payment Type:

ACH

Payment Method ID:

Bank Name

Payment Amount:

\$554.40

Payment Date:

08/26/2016

Success!

Your request to make a payment has been received and will be processed. When completed, the payment will be posted to your policy on the date shown.

We recommend that you keep a copy of this confirmation for your records.

[Return to Account Detail Page](#)

Click on “Return to Account Detail Page” to go to the account information screen and then select “Home” at the top of the screen to get to the main screen

To log out of the Policyholder Portal, click on “Logout” at the top of the main screen.

Welcome, | [Logout](#)

Appendix

Bill Pay Instructions for users with policy number format: PAWI-22222

If you have a policy with the PAWI-22222 format, you will be directed to the US bank site where you can make your payment. The following are the instructions to make the payment on the US bank site.

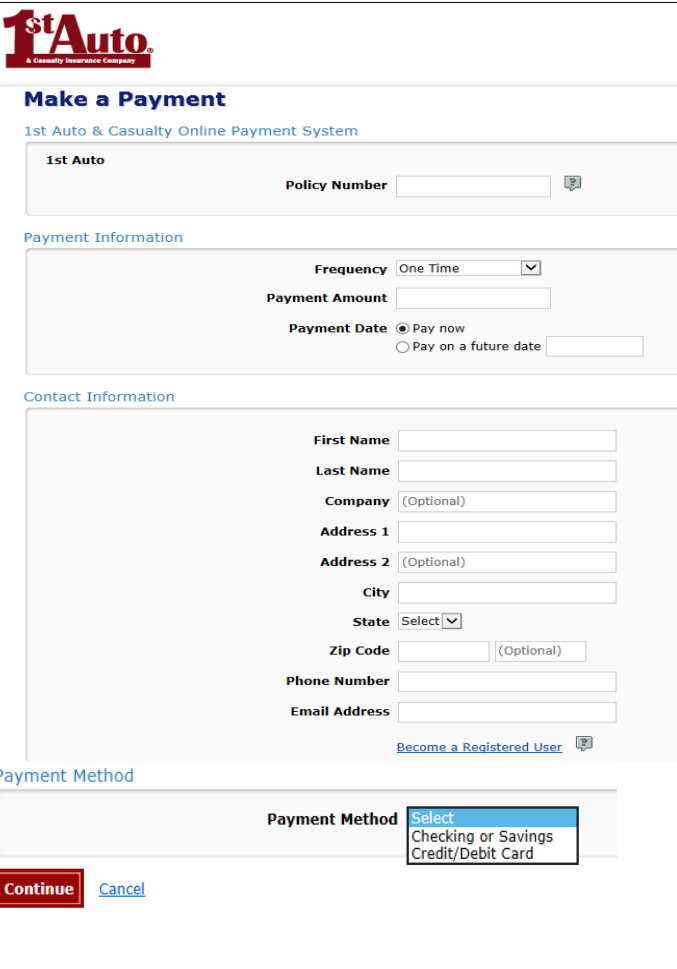
At the Welcome screen select “Pay without Registering”

Welcome to the Electronic Payment System

Please enter your User ID and Password and click Log In.

User ID	Forgot Your User ID?
Password	Forgot Your Password?
<input type="button" value="Log In"/>	
Register	
<input type="button" value="Pay Without Registering"/>	

The following screen will display:

	<p>Enter the following information:</p> <ul style="list-style-type: none">Policy NumberPayment informationContact informationOne-time payment method:<ul style="list-style-type: none">• Checking or saving• Credit/Debit Card <p>Select Continue</p> <p>On the next screen enter the required information for the payment method to complete the payment process.</p> <p>If you entered an email address in your contact information, a payment confirmation will be sent to the email address.</p>
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