

Response is everything.

“We protect our community, and we need the right insurance to help protect us. We chose Selective because they have insurance for our specific needs.”

1 2 3 4



Please Sign In

Welcome customers, agents and employees.

[Register Online](#) | [Forgot Password or ID?](#)

Pay My Bill **Report a Claim 24/7**
▶ [4 Ways to Pay](#) ▶ [Report Online](#)
▶ [New Features](#) ▶ [866-455-9969](#)

Insurance For Business

Selective offers a broad range of insurance products and services for your company.



Learn More About The Types Of Businesses We Insure

Find Coverage by Business Type

Find Insurance by Product

Insurance For You



Auto

Accidents can happen. And when they do, you want the right coverage to help protect you and your family. Learn more.



Home

You chose your house, condo or apartment because it meets your needs. Now you can choose an insurance plan that does the same thing. Learn more.



Flood

Flood damage is not covered by your homeowners policy. But you can help protect your home with a Flood policy. Learn more.

NewsRoom

04/28/2010
Selective Insurance Group Reports 1st Quarter 2010 Earnings

04/14/2010
Selective Insurance Group Announces Catastrophe Losses

04/08/2010
Selective Insurance Group, Inc. Plans Conference Call on First Quarter 2010 Results Thursday, April 29, 2010, at 8:30 a.m. ET (7:30 CT)

Feature Spotlight

Do you need Flood Insurance?

Did you know that homes in high-risk flood areas are almost three times more likely to sustain damage from a flood than from a fire during the course of a 30-year mortgage? To learn more about how to protect your home from flood damage, click here.



Find a Local Agent

Search by: Location Name

Exclude Flood Only Agents



Welcome to selective.com - Selective's web site and enhanced customer self-service site designed with you in mind.

This overview will show you what's new and how to quickly and easily to find the information you want to:

- Manage and pay your bills
- Print auto ID cards and evidence of property insurance
- Build certificates of insurance
- Access Safety Management information
- Report a new claim and check the status of an existing claim.

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Find a Local Agent

Search by: Location Name

Exclude Flood Only Agents



Previously registered for our self-service site? Just sign in with your existing user ID and password.

If you are a new user to the site, click the “Register Online” link in the box or at the top of the screen to set up your account.

You can also get to the sign in screen by clicking the “Sign in/Register” link at the top of the page.

Sign In

User ID:

Password

Remember My User ID

Change My Password

Sign In

Need Assistance?

For Customers

- ▶ [I want to register](#)
- ▶ [Retrieve my User ID](#)
- ▶ [Retrieve my password](#)
- ▶ [Why should I sign in?](#)

For Agents

- ▶ [I want to request a User ID](#)
- ▶ [I want to revoke a User ID](#)
- ▶ [Retrieve my User ID](#)
- ▶ [Retrieve my password](#)
- ▶ [How do I become a Selective Agent?](#)

General Topics

- ▶ [I need technical support](#)
Call 866-332-6482 for phone support Monday - Friday, 8:00 AM to 5:00 PM ET.
- ▶ [View Frequently Asked Questions](#)

The Sign In screen provides access to helpful information about how to register and what to do if you forgot your user ID or password.

You can also click the link for our Frequently Asked Questions or call our toll-free number for technical support if you are having problems signing in or registering.

Manage Your Policies

Manage Your Policies Online

Welcome! If you have questions Monday - Friday, at 866-236-2244

Need a copy of your Automobile details of your policy? Just click

Policy Information

Policy Type	Policy
Commercial Package	S 123
Commercial Package	S 567
Commercial Package	S 234
Commercial Package	S 689
Commercial Package	S 345
Commercial Package	S 789
Commercial Package	S 456

Understand Your Policy



The links below will help you learn more about what is covered by your insurance policy.

- [Homeowners Insurance](#)
- [Personal Automobile Insurance](#)
- [Small Business Insurance Basics](#)

Customer Support

Customer Information

[REGISTER](#) a new policy.
[REMOVE](#) a registered policy.

You must click on submit to save your changes.

Submit

Sign up to receive email alerts:

Yes No

Please enter your first name:

Bill

Please enter your last name:

Test

Please enter your phone number:
 (10 digits, including your area code)

(973) 555 - 3000

Change your email address to:

bill.test@billcontracting.com

Re-enter your email address:

bill.test@billcontracting.com

Change your User ID to:
 (6-20 characters)

billcontract

Change your password to:
 (6-20 positions, minimum one alpha and one numeric character)

Re-enter your password:

Change your security question to:

What is your favorite day of the year? ▾

Answer to security question:

You must click on submit to save your changes.

Submit

[Return To Customer Home Page](#) | [I Need Assistance](#)

Once you have signed in, you will come to the main page of Selective's customer self-service site.

The "Edit Profile" link at the top of the page allows you to:

- Register a new policy or remove an old policy
- Sign up for e-mail alerts
- Update your contact information
- Change your User ID and password
- Change your security questions or answers

My Policies

Billing & Payments

Claims

Safety Management

Customer Support

Manage Your Policies Online Anytime

Manage Your Policies Online Anytime

Welcome! If you have questions about using this site please check our [Frequently Asked Questions](#) or call us 8:00 AM to 10:00 PM ET, Monday - Friday, at 866-236-2258.

Need a copy of your Automobile ID Card(s), print a Certificate of Liability Insurance, print an Evidence of Property Insurance or view the details of your policy? Just click the drop down box under the "Actions" column below.

Policy Information

Policy Type	Policy Number	Effective	Expiration	Status	Actions
Commercial Package	S 1234567	01/18/2009	01/18/2010	Expired	Make a Selection ▼
Commercial Package	S 5678901	01/18/2008	01/18/2009	Expired	Make a Selection ▼
Commercial Package	S 2345678	03/27/2009	03/27/2010	Expired	Make a Selection ▼
Commercial Package	S 6879012	03/27/2008	03/27/2009	Expired	Make a Selection ▼
Commercial Package	S 3456789	03/08/2010	03/08/2011	Active	Make a Selection ▼
Commercial Package	S 7890123	03/08/2009	03/08/2010	Expired	Make a Selection ▼
Commercial Package	S 4567891	03/01/2008	03/01/2009	Expired	Make a Selection ▼

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[Homeowners Insurance](#)
[Personal Automobile Insurance](#)
[Small Business Insurance Basics](#)

Frequently Asked Questions



Check our Frequently Asked Questions to find the answers you need.

[View FAQs](#)

Automatic Payments Can Make Your Life Easier



When you pay your bill automatically there are no installment fees. And you'll avoid late fees, too.

[Learn more](#)

My Agent



Your Independent Insurance Agency

1 NORTH ST
 ANYTOWN, NJ 88888

Phone: 555-213-2229

[View and Pay Bills](#)

24/7 Claim Center

- [Report A Claim Online](#)
or call us at 866-455-9969
- [View All My Claims](#)
- [Find A Body Shop](#)
- [Find A Medical Provider](#)

The tabs across the top allow you to quickly move between the **My Policies**, **Billing & Payments**, **Claims**, **Safety Management** and **Customer Support** sections.

Contact information for your independent insurance agent can be found on most pages of the site on the right side of the screen.

Links at the bottom of the page give you access to helpful information about what can be covered by your policies and to our **Frequently Asked Questions**.

Manage Your Policies Online Anytime

Manage Your Policies Online Anytime

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Commercial Package	S 6879012	03/27/2008	03/27/2009	Expired	Make a Selection
Commercial Package	S 3456789	03/08/2010	03/08/2011	Active	Make a Selection
Commercial Package	S 7890123	03/08/2009	03/08/2010	Expired	Make a Selection
Commercial Package	S 4567891	03/01/2008	03/01/2009	Expired	Make a Selection Automobile ID Card(s) Evidence of Property Policy Details

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▶ View and Pay Bills

24/7 Claim Center

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Automatic Payments Can Make Your Life Easier



When you pay your bill automatically there are no installment fees. And you'll avoid late fees, too.

[Learn more](#)

In the center of this page, you will find a list of all your Selective policies along with their effective (start) and expiration (end) dates as well as the status of each policy.

Depending on the type of policy, you can print an Automobile ID card, print Evidence of Property Insurance, build a Certificate of Insurance or view specific policy details. Simply select your choice from the dropdown list and follow the onscreen instructions.

Billing & Payments

Manage Your Bills And Payment Options Quickly And Easily.

Welcome! If you have questions about your payments, please call us 8:00 AM to 10:00PM ET, Monday - Friday, at 866-317-7116.

Pay your bill online, change payments options, check future billing schedule and review past payments. Don't forget to sign up for automatic bill payments to help save time and money!

My Current Bills

Account #	Policies Included	Amount Due	Due Date	Actions
100200300	S 9876541	You have no pending bills.		Pay Bill Manage Payment Options Future Billing Schedule Account and Payment Activity
987546211	S 1458975	\$432.00	10/27/2010	View Bill Pay Bill Manage Payment Options Future Billing Schedule Account and Payment Activity
140589655	S 5896471	You have no pending bills.		Pay Bill Manage Payment Options Future Billing Schedule Account and Payment Activity

My Agent

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1 NORTH ST
ANYTOWN, NJ 88888

Phone: 555-213-2229

▶ View and Pay Bills

24/7 Claim Center

- ▶ [Report A Claim Online](#)
or call us at 866-455-9969
- ▶ [View All My Claims](#)
- ▶ [Find A Body Shop](#)
- ▶ [Find A Medical Provider](#)

Frequently Asked Questions



Check our Frequently Asked Questions to find the answers you need. [View FAQs](#)

Payment Methods

Automatic Payments



When you pay your bill automatically there are no installment fees. And you'll avoid late fees, too. [Learn More](#)

Pay Online 24/7



You may pay online using your checking or savings account or your credit card (eligibility requirements apply). Just click the "Pay Bill" link above.

Pay By Phone 24/7



Need to make a payment right away? Just call our Automated Payment Center at 1-888-974-7400. Please have your nine-digit bill account number available.

Pay By Mail



Please include your nine-digit bill account number on your check.

Mail your payment to:
Selective Insurance Company of America
Box 371468
Pittsburgh, PA 15250-7468

In the Billing & Payments* section you will find a list of all your billing accounts. You can pay your bill, manage your payment options, see your future billing schedule and review your account history.

Clicking any of the options allows you to control your payment activity.

Along the bottom of this page is information about the different ways you can choose to pay your bill – through automatic payments, online, by phone or even by mail.

*Contact your independent agent if this screen is not available to you.

Claims

Manage Your Claims

Click "View Claims" to view all the claims for a specific policy. Or click "Report a New Claim" to let us know about a new claim for that policy. To report a Flood claim, please call 1-877-348-0552. To report a Bond claim, please call 1-800-777-9656, ext. 2176.

View Claims by Policy

Policy Type	Policy Number	Actions
Commercial Package	S 1000000	View Claims Report A New Claim
Commercial Package	S 2000000	View Claims Report A New Claim
Commercial Package	S 5000000	View Claims Report A New Claim
Commercial Package	S 7000000	View Claims Report A New Claim

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Phone: 555-213-2229

▶ View and Pay Bills

Search by Claim Number

Enter Claim Number

Report Fraud

Help us fight insurance fraud. Every effort will be made to maintain confidentiality. [Report Fraud Now](#)

24/7 Claim Center

- ▶ [Report A Claim Online](#)
or call us at 866-455-9969
- ▶ [View All My Claims](#)
- ▶ [Find A Body Shop](#)
- ▶ [Find A Medical Provider](#)

Understanding the Claim Process



Understand "what happens next" if you have a claim.

[View Claim Process](#)

Frequently Asked Questions



Check our Frequently Asked Questions to find the answers you need.

[View FAQs](#)

Automatic Payments Make Life Easier



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[Learn more](#)

In the Claims section, you can report a new claim online and view all the claims for a particular policy.

When you click "View Claims", you will see a list of all your claims and have the ability to search by claim number or the date on which the loss occurred. You'll also see the contact information for your claim adjuster.

If you would like to know more about the claim process and what to expect after you report you claim, you can click the "View Claim Process" link in the bottom left corner.

Safety Management

Text Size: - +



You want three things from a Safety Management Specialist – assistance in reducing accidents, help providing the safest possible workplace for your employees and customers, and help in managing your insurance costs.

You don't have to be a large company to benefit from Selective's safety management services. We help businesses of all sizes reduce claims and accidental losses. Our consultative approach means we listen to your concerns and work with you to prioritize your safety management needs and allocate resources to maximize your results.

In addition to on-site consultations and training, we also offer a wide variety of online training safety tools and resources.

Talk to your agent or [contact your Regional Safety Operations Manager](#) about how you can benefit from our safety management expertise.

Safety Management Services

Links and Resources

Tools and Training

When you purchase insurance from Selective, you get more than just a policy. Our Safety Management team offers a wide array of value added services you need to help create a safer environment for your employees and customers and to help you manage your insurance costs by reducing claims.

- Best practices assessment/gap analysis
- Contractual liability consultation
- Customized workers compensation cost containment
- Driver and fleet safety programs
- Exposure reduction consultations
- National Safety Council defensive driving courses
- OSHA 10-hour training
- Premises liability reviews
- Regulatory guidance
- Safety assessment and benchmarking tools
- Sprinkler system evaluation and analysis
- Streaming video access online interactive courses
- Supervisor accountability programs
- Thermographic infrared surveys

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The Safety Management tab of the Customer Self Service site is designed to put the tools you need at your fingertips. Link to resources and tools like best practices and driver safety programs and help reduce your claims and accidental losses.

- Contact Us
- FAQs
- Resources
- Find a Body Shop
- Find a Medical Provider - Auto
- Find a Medical Provider - Workers Compensation

Manage Your Policies Online Anytime

Manage Your Policies Online Anytime

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Need a copy of your Automobile ID Card(s), print a Certificate of Liability Insurance, print an Evidence of Property Insurance or view the details of your policy? Just click the drop down box under the "Actions" column below.

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Commercial Package	S 6879012	03/27/2008	03/27/2009	Expired	Make a Selection ▾
Commercial Package	S 3456789	03/08/2010	03/08/2011	Active	Make a Selection ▾
Commercial Package	S 7890123	03/08/2009	03/08/2010	Expired	Make a Selection ▾
Commercial Package	S 4567891	03/01/2008	03/01/2009	Expired	Make a Selection ▾

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- ▶ [Find A Medical Provider](#)

The Customer Support section, accessed through this drop-down menu, provides links to the information you need to contact Selective by email, phone or regular mail.

Here, you'll also find links to a body shop near you or a medical provider for auto or workers compensation claims.

The "Resources" link offers safety tips and other information that can help you better understand and manage your insurance needs.

**We hope you find Selective's website and customer self-service site a
valuable resource.**

We appreciate your business.



SELECTIVE[®]

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