

## Response is everything.®

“I’m working harder than ever just to keep up. So I appreciate an insurance company that makes it easy to pay bills and check claims. Thanks, Selective.”

1 2 3 4



### Please Sign In

Welcome customers, agents and employees.

Enter Your User ID

Enter your password

Sign In

[Need a Customer User ID and Password?](#)  
[Need help with an Agent User ID or Password?](#)  
[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

Auto Care & Services

Go

#### Find Insurance by Product

Businessowners Policy (BOP)

Go

### 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.

### News Room

09/03/2009

Selective Insurance Group Announces Officer Appointments

08/20/2009

Selective Appoints New Member to Board of Directors

08/20/2009

Selective CEO, Gregory Murphy, and CFO, Dale Thatcher, to present at the Keefe, Bruyette & Woods 2009 Insurance Conference



### Advertising

Check out how Selective is reaching customers like you and me.

[Click here.](#)

### Find a Local Agent

Search by: ☒ Location ☐ Name

Town / City or ZIP

AK

☐ Include Flood Only Agents

Go



5/26/2011 [Nissan to fix 5,300 Leafs](#)

5/25/2011 [String of tornadoes to affect Tennessee Valley](#)

5/24/2011 [Gas tops \\$4 per gallon in eight states](#)

[See More FYI Articles](#)

**Welcome to Selective's website and enhanced customer self-service site, designed with you in mind.**

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

- Manage your bills,
- Manage your policies,
- Report new claim and check the status of a claim.

## Response is everything.®

“I’m working harder than ever just to keep up. So I appreciate an insurance company that makes it easy to pay bills and check claims. Thanks, Selective.”

1 2 3 4



### Please Sign In

Welcome customers, agents and employees.

Enter Your User ID

Enter your password

Sign In

[Need a Customer User ID and Password?](#)  
[Need help with an Agent User ID or Password?](#)  
[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

Auto Care & Services

Go

#### Find Insurance by Product

Businessowners Policy (BOP)

Go

### 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.

### News Room

09/03/2009

Selective Insurance Group Announces Officer Appointments

08/20/2009

Selective Appoints New Member to Board of Directors

08/20/2009

Selective CEO, Gregory Murphy, and CFO, Dale Thatcher, to present at the Keefe, Bruyette & Woods 2009 Insurance Conference



### Advertising

Check out how Selective is reaching customers like you and me.

[Click here.](#)

### Find a Local Agent

Search by: ☒ Location ☐ Name

Town / City or ZIP

AK

☐ Include Flood Only Agents

Go



5/26/2011 [Nissan to fix 5,300 Leafs](#)

5/25/2011 [String of tornadoes to affect Tennessee Valley](#)

5/24/2011 [Gas tops \\$4 per gallon in eight states](#)

[See More FYI Articles](#)

If you have previously registered for our self-service site, just sign in with your existing user ID and password.

New users should click the “Need a Customer User ID and Password” link in the box or “Sign In/Register” at the top of the screen to set up their account.

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



## Customer Registration

### Step 1 Security Questions

### Step 2 User Agreement and Privacy Notice

### Step 3 Complete Your Registration

Registration is quick and easy. To get started, just enter the required information in the fields below and click "Next Step". Not sure what you will need to register? Click "What will I need to register?" under Common Registration Questions for a description of what you will need and where to find it.

#### Register with a Policy Number

Policy Number: ⓘ

Select ▼

Mailing Address ZIP Code: ⓘ

Effective Date of the Policy: ⓘ

MM/DD/YYYY ⓘ

#### Common Registration Questions

▶ [What will I need to register?](#)

▶ Questions about registration  
please call 866-332-6482  
Monday - Friday, 8:00 AM to  
10:00 PM ET.

Cancel

Next Step

To register for Selective's Customer Self-Service site, you will need your bill or your declarations page from your policy. Here you will find the information necessary for successful registration.

1. Select the prefix to your policy number from the dropdown box then enter your policy number.
2. Enter the ZIP Code for the address where your policy is mailed.
3. Enter the effective date of your policy in MM/DD/YYYY format. You can also select the date from the calendar by clicking the icon.

Click "Next Step" to move to Step 2.

Previous  
Page

Next Page

## Customer Registration

### Step 1 Security Questions

### Step 2 User Agreement and Privacy Notice

### Step 3 Complete Your Registration

After reading the User Agreement and Privacy Notice below, click "I accept" to agree with both documents and move on to the next step. Selecting "I do not accept" will cancel your registration and return you to [selective.com](http://selective.com).

#### User Agreement

Selective Insurance Group, Inc. ("Selective") offers a wide range of content and information about its products, services, operations, and results of operations ("Material") via [www.selective.com](http://www.selective.com) ("Selective.com"). By using Selective.com, you agree to accept and comply with the following terms, conditions, and disclaimers of use ("Terms of Use"):

- License Information
- Indemnification
- Product Availability
- Export Restrictions

#### Privacy Policy

This Notice applies to the following websites (collectively, "Sites"):

- The Selective Insurance Group, Inc. website, located at <http://www.selective.com> ("Selective.com") and owned and operated by Selective Insurance Group, Inc. ("Selective") and its member insurers.
- <http://www.myfloodonline.com>, operated by certain Selective Insurance Group, Inc. member insurers.

The purpose of this website Privacy Notice ("Notice") is to describe the personal and other information Selective obtains about individual consumers and customers visiting Selective's Sites, how it is obtained and used, and how you can restrict its use or disclosure. This Notice applies to information collected about individual consumers visiting Selective Sites. Your use of the Sites constitutes your consent to this Notice.

I do not accept

I accept

**After reading the User Agreement and Privacy Policy, click the "I accept" button in the bottom right corner of the screen.**



## Customer Registration

Step 1 Security Questions

Step 2 User Agreement and Privacy Notice

Step 3 Complete Your Registration

To complete your registration, create your User ID and password as well as select your personal security question and answer to be used if you forget your User ID or password in the future.

### Set Up Your Profile

Please enter your first name:

Please enter your last name:

Please enter your phone number:

Please create your User ID: (6-20 characters)

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

Re-enter your password:

Select a security question from the list:

Answer to security question:

Please enter your email address:

Re-enter your email address:

Would you like Selective to periodically email you about products and services you may find valuable?

☒ Yes ☐ No

Selective values the opinions of our customers, may we occasionally email you surveys for your feedback?

☒ Yes ☐ No

Cancel

Complete Registration


The final step of your registration is creating your profile. After entering your information click “Complete Registration”.

You are now registered for Selective’s Customer Self-Service Site. Here you will be able to:

- Manage your policies and bills
- Report a new claim and check the status of an existing claim
- Print a copy of your insurance
- View and print your policy

Previous  
Page

Next Page



my**Selective**

Welcome Main Street Volunteer Fire Department  
[Modify My Profile](#) | [Contact Us](#) | [Log Out](#)

[My Policies](#) | [Billing & Payments](#) | [Claims](#) | [Customer Support](#)

## Manage Policies Online 24/7

**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.

[Add another policy](#) [Remove a registered policy](#)

Policy Information					
Policy Type	Policy Number	Effective	Expiration	Status	Actions
Commercial Package	S 8113873	06/01/2011	06/01/2012	Renewal	Make a Selection <input type="button" value="v"/>


**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](#)


**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**



ACME Insurance Agency  
123 Main Street  
Anytown, USA 12345-6789  
Phone: 123-456-7891

[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](#)

© 2011 Selective Insurance Group, Inc. [Contact Us](#) | [Privacy Notice](#) | [Terms of Use](#) |

**After registering – and each time you sign into the site – you will be brought to the “Manage Policies Online 24/7” screen. Here you can add another Selective policy to your account, remove a policy from your online account and navigate to Billing & Payments, Claims or Customer Support Screen.**


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

**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.**

Previous  
Page

Next Page



 **mySelective**

Welcome Main Street Volunteer Fire Department  
[Modify My Profile](#) | [Contact Us](#) | [Log Out](#)

My Policies | Billing & Payments | Claims | Customer Support

## Manage Policies Online 24/7

**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.

[Add another policy](#) [Remove a registered policy](#)

Policy Type	Policy Number	Effective	Expiration	Status	Actions
Commercial Package	S 8113873	06/01/2011	06/01/2012	Renewal	Make a Selection ▼

**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](#)

**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**



ACME Insurance Agency  
123 Main Street  
Anytown, USA 12345-6789  
Phone: 123-456-7891

[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](#)

© 2011 Selective Insurance Group, Inc. [Contact Us](#) | [Privacy Notice](#) | [Terms of Use](#)

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

Click the “View Policy Details” page to see more summary information about the policy or to view and print a copy of the policy.



**SELECTIVE®**  
Response is everything.

**mySelective**

Welcome Main Street Volunteer Fire Department

[Edit Profile](#) | [Contact Us](#) | [Log Out](#)

My Policies | **Billing & Payments** | Claims | Customer Support

## Billing & Payments

**Manage Your Bills And Payment Options Quickly And Easily.**  
Pay your bill online, change payment 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
123456789	S 1234567	You have no pending bills.		<a href="#">Pay Bill</a> <a href="#">Manage Payment Options</a> <a href="#">Future Billing Schedule</a> <a href="#">Account Payment Activity</a>

### 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

### My Agent



**ACME Insurance Agency**  
123 Main Street  
Anytown, USA 12345-6789  
Phone: 123-456-7891

[View and Pay Bills](#)

### 24/7 Claim Center

[Report A Claim Online](#) or call us at 1-866-455-9969

[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](#)

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.

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.





**SELECTIVE®**  
Response is everything.

**mySelective**

Welcome Main Street Volunteer Fire Department

[Edit Profile](#) | [Contact Us](#) | [Log Out](#)

[My Policies](#) | [Billing & Payments](#) | [Claims](#) | [Customer Support](#)

## 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 1234 567	<a href="#">View Claims</a> <a href="#">Report A New Claim</a>

**My Agent**



**ACME Insurance**

ACME Insurance Agency  
123 Main Street  
Anytown, USA 12345-6789  
Phone: 123-456-7891

[View and Pay Bills](#)

**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**

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

[Learn more](#)

**Search by Claim Number**

Enter Claim Number

[Search](#)

**Report Fraud**

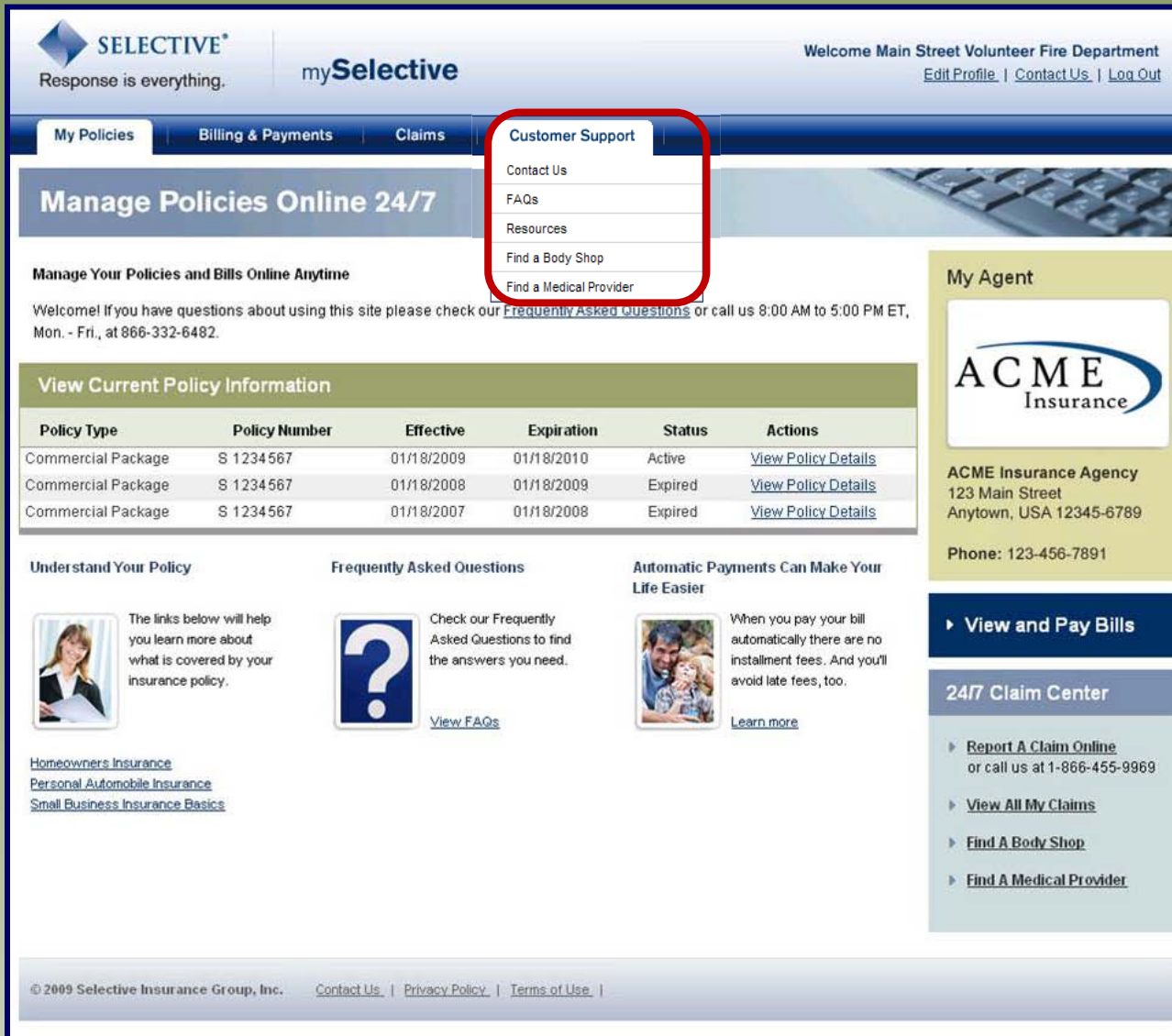
Help us fight insurance fraud. Every effort will be made to maintain confidentiality. [Report Fraud Now](#)

© 2009 Selective Insurance Group, Inc. [Contact Us](#) | [Privacy Policy](#) | [Terms of Use](#) |

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 for a claim 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.



**SELECTIVE®**  
Response is everything.

**mySelective**

Welcome Main Street Volunteer Fire Department  
[Edit Profile](#) | [Contact Us](#) | [Log Out](#)

**My Policies** | **Billing & Payments** | **Claims** | **Customer Support**

**Manage Policies Online 24/7**

**Manage Your Policies and Bills Online Anytime**

Welcome! If you have questions about using this site please check our [Frequently Asked Questions](#) or call us 8:00 AM to 5:00 PM ET, Mon. - Fri., at 866-332-6482.

**View Current Policy Information**

Policy Type	Policy Number	Effective	Expiration	Status	Actions
Commercial Package	S 1234567	01/18/2009	01/18/2010	Active	<a href="#">View Policy Details</a>
Commercial Package	S 1234567	01/18/2008	01/18/2009	Expired	<a href="#">View Policy Details</a>
Commercial Package	S 1234567	01/18/2007	01/18/2008	Expired	<a href="#">View Policy Details</a>

**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](#)

**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**

**ACME Insurance**

ACME Insurance Agency  
123 Main Street  
Anytown, USA 12345-6789  
Phone: 123-456-7891

**View and Pay Bills**

**24/7 Claim Center**

[Report A Claim Online](#)  
or call us at 1-866-455-9969

[View All My Claims](#)

[Find A Body Shop](#)

[Find A Medical Provider](#)

© 2009 Selective Insurance Group, Inc. [Contact Us](#) | [Privacy Policy](#) | [Terms of Use](#) |

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

You can also find a body shop near you or a medical provider for workers compensation claims.

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



SELECTIVE<sup>®</sup>

Response is everything.