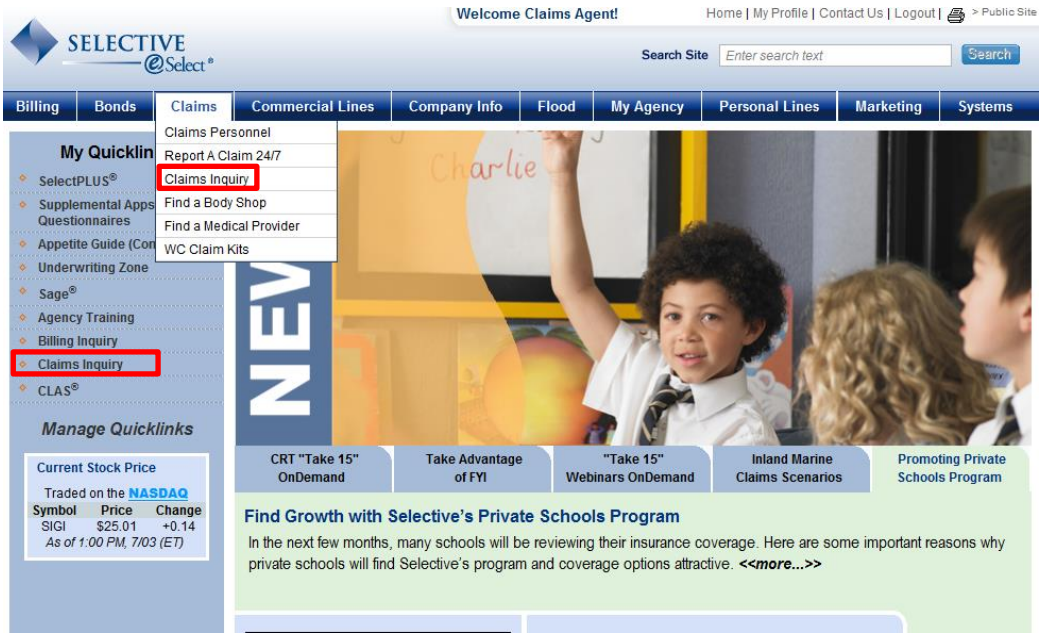
How to Navigate Through Claims Inquiry Screens

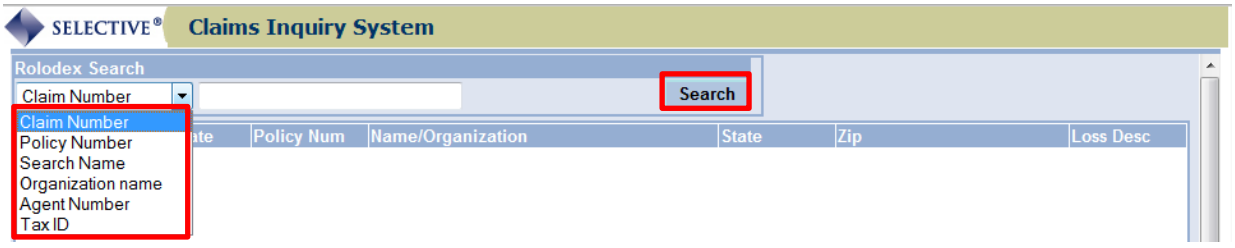
- Log onto **eSelect®**
- Click on **Claims Inquiry** under **My Quicklinks**

OR

- Click on **Claims** tab, then **Claims Inquiry**



- Search by:
  - **Claim Number**
  - **Policy Number**
  - **Search Name**
  - **Organization Name**
  - **Agent Number**
  - **Tax ID**

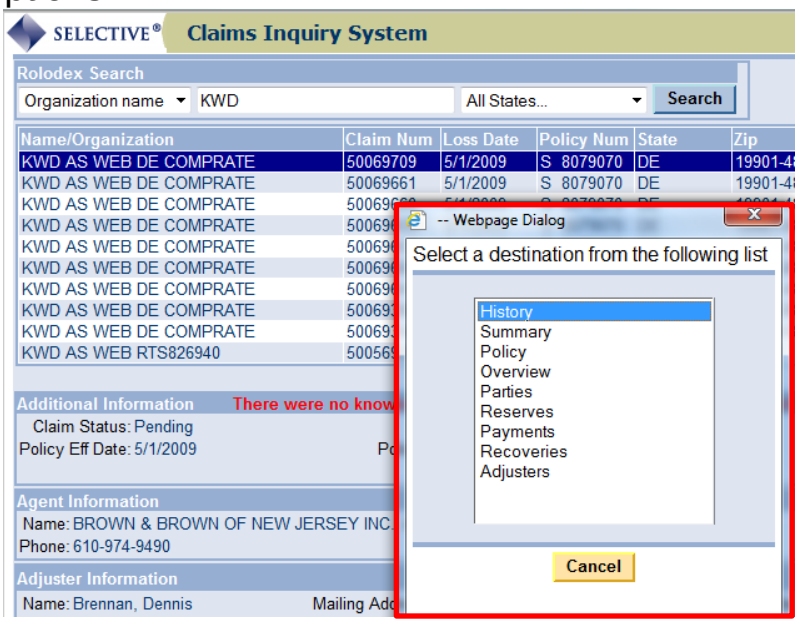


TIP: When you search by Policy or Organization, you can access all of their claims.

- Select the row you would like to view



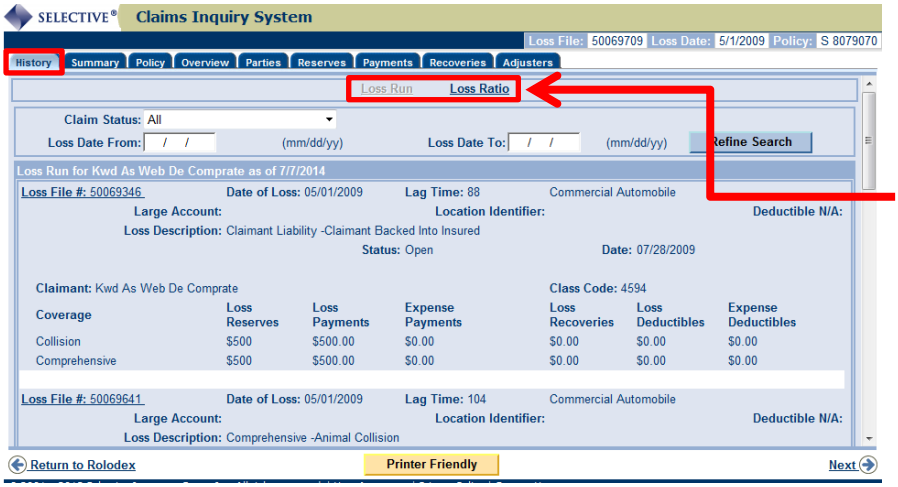
- Select one of the options



- **History**: View Loss run or loss ratio report
- **Summary**: View financial information, exceptions and claim dates
- **Policy**: View Policy Information on date of loss
- **Overview**: View log notes entered by adjuster
- **Parties**: View party names and party types
- **Reserves**: View Reserve Summary, History and Reserves by Claimant
- **Payments**: View Payments made to date
- **Recoveries**: View Recovery information
- **Adjusters**: View Adjuster information

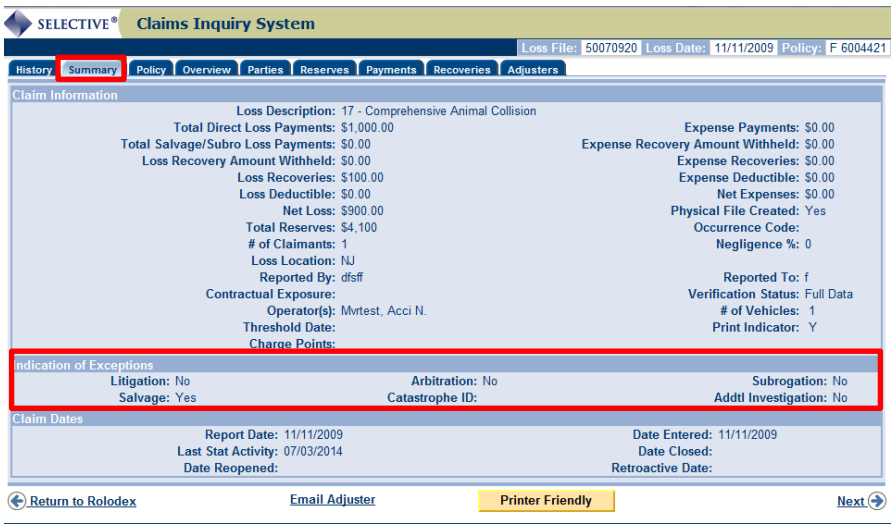
TIP: When you click any one of the options, you will be able to access ***all*** of the others on the next screen.

- **History** screen:
  - **Loss Run**: View and print 1 year of losses at a time
  - **Loss Ratio:** View or Print report



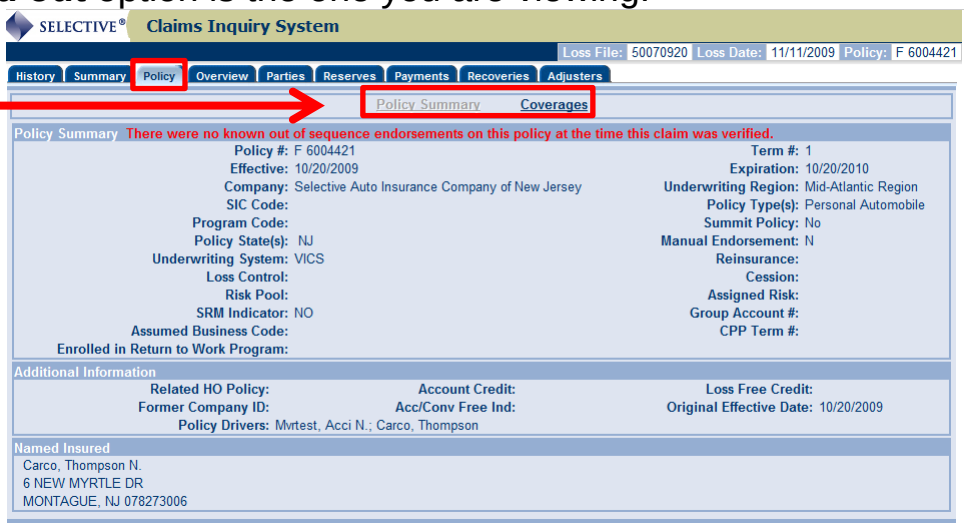
TIP: Screen defaults to **Loss Run**. The **greyed out** option is the one you are viewing.

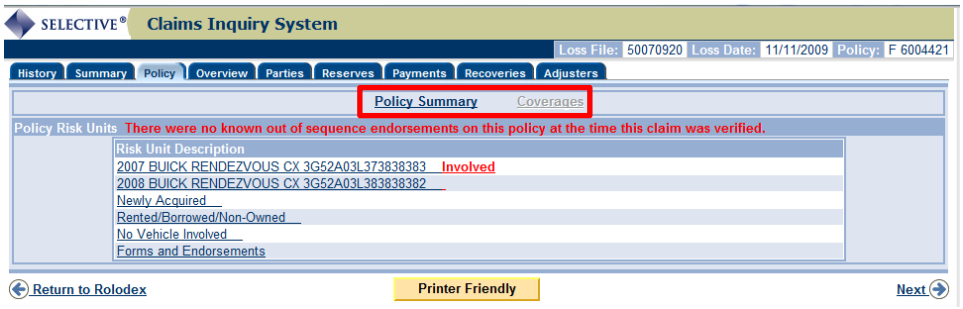
- **Summary** screen:
  - Overview of claim including payments, reserves, and deductible.
  - Indicators for items like litigation, salvage, subrogation and catastrophe are also provided.



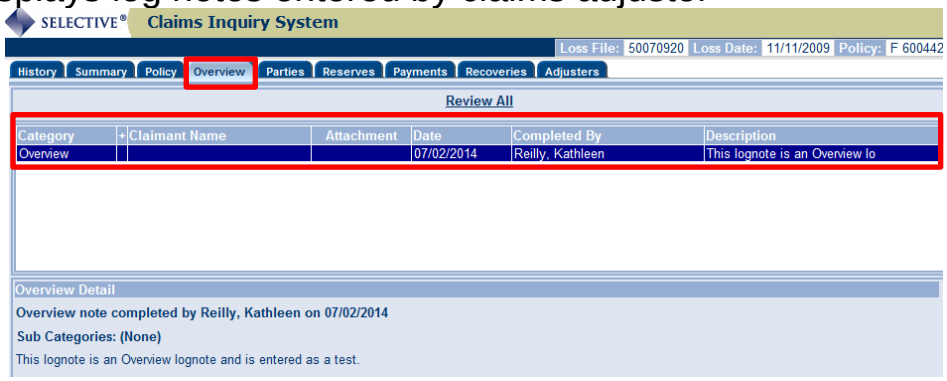
- **Policy** Screen
  - Displays **Policy Summary** and **Coverages** on the date of loss.

TIP: The **greyed out** option is the one you are viewing.

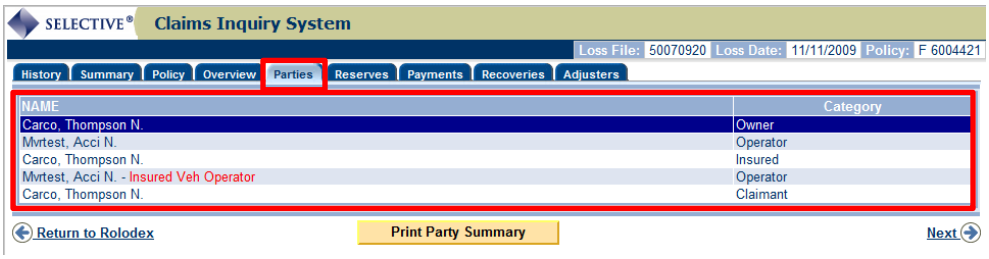




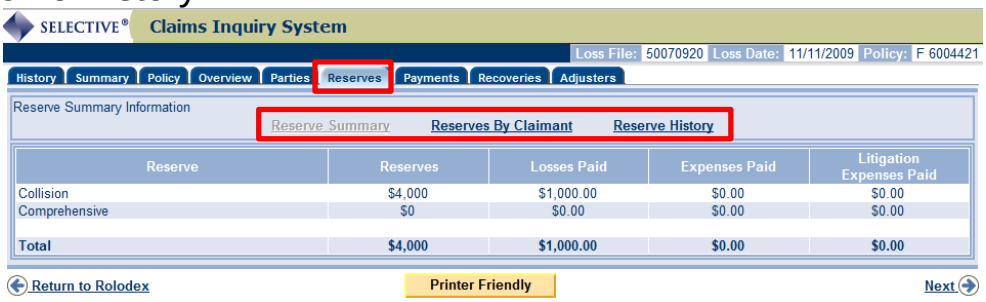
- **Overview** Screen:
  - Displays log notes entered by claims adjuster



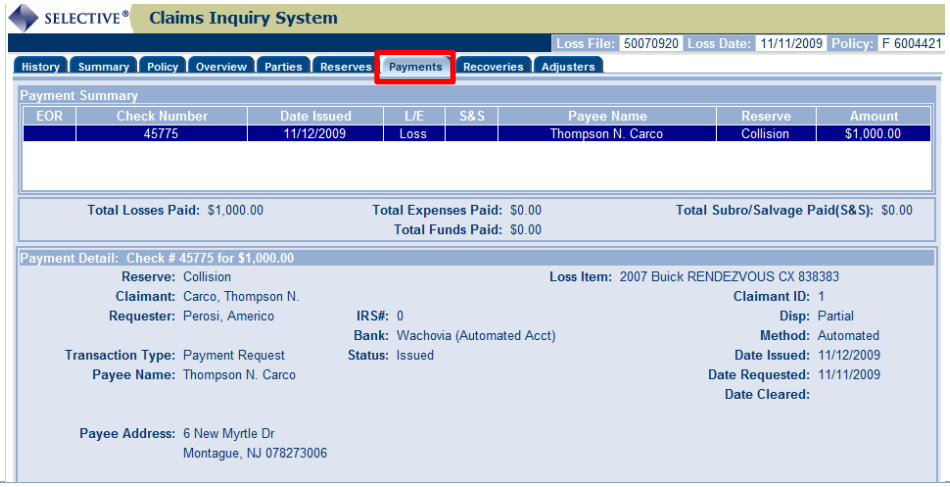
- **Parties** Screen
  - Displays all party names and party types



- **Reserves** Screen
  - Reserve Summary - displays reserves along with payment by reserve type
  - Reserves by Claimant
  - Reserve History

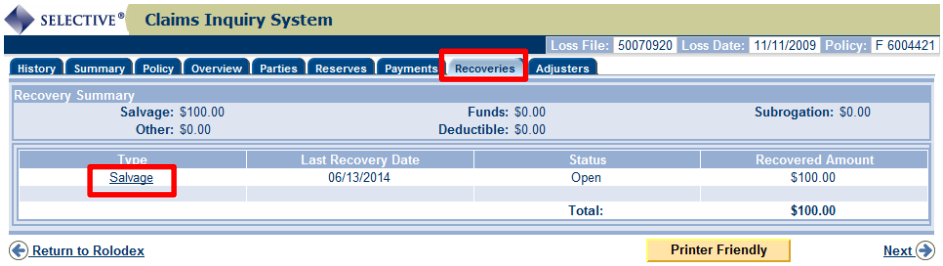


- **Payments** Screen
  - Displays a summary of payments and payment detail by selecting a row



Recoveries Screen

- Displays recovery summary



TIP: Click on links to view the details

Adjusters Screen

- Displays Adjuster's contact information



For additional assistance, please call us at 800.777.9656 option 3.