



**Dear Valued Customer,**

We are excited to announce that we have launched a web-based portal for Independent Adjusters. You will now be able to submit and manage all your claims with Hancock in one easy-to-use online platform that offers:

- **Efficient Claims Management** – dashboard view of all claims.
- **Convenient Deliverable Management** - all important deliverables in one location including inspection reports, complete photosets, diagrams, Hover ESX & XML files, original JPEGs, and all deliverables combined in one PDF.
- **Live Claim Status & Tracking**
- **Online Scheduling**
- **Payment & Accounting Simplified**

With the introduction of the IA portal, all Independent Adjusters will need to submit claims through the new IA Portal instead of by phone or email. The portal is secure, simple to use, and makes it easier to manage claims and payments. A deposit payment will be required when requesting a service, and it will be applied toward your final invoice. Your credit card details are safely stored with our trusted payment partner, Bluefin, and Hancock will not have access to this information. Once you've created your profile and entered your payment details, your information will be saved for future submissions

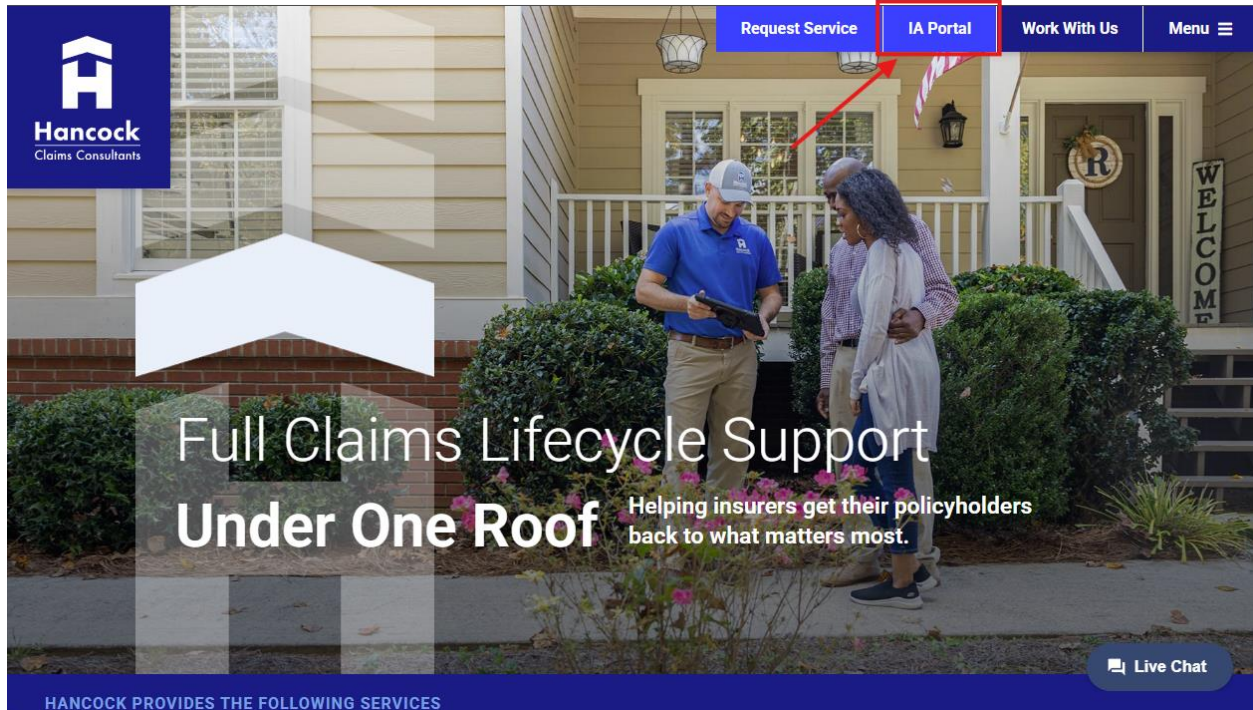
**We will no longer accept claim submissions from IAs over the phone or through email. Claims will need to be submitted through the portal.**

When the carrier owner of the claim file is responsible for processing the invoice, the workflow you are accustomed to will not change. When submitting a claim, select the appropriate carrier and you will not be required to log into your IA Portal profile.



## How to Access the IA Portal:

Go to <https://hancockclaims.com/> and click the "IA Portal" button at the top right portion of our homepage.



We are confident that this new tool will save you time. If you have questions or need support, contact us at:

- **General Support Questions:** (770) 569-1669 or the chat feature on <https://hancockclaims.com/>
- **Billing Questions:** (770) 800-6582, Option 1, then Option 4, then Option 1
- **Collections Questions:** (770) 800-6582, Option 1, then Option 4, then Option 2



## **Hancock Claims Consultants IA Portal**

### **Frequently Asked Questions – Independent Adjusters**

#### **Why is Hancock requiring Independent Adjusters to use the new IA Portal to submit claims?**

Hancock created the IA portal to provide Independent Adjusters with a more efficient and convenient way to submit and manage claims. In addition, because the portal requires authentication, it provides greater security for claim submissions and payment information

#### **Will my credit card be charged by Hancock Claims Consultants?**

Yes. A deposit payment will be required moving forward, for any service that is requested. The deposit will be applied towards the final payment of the service. If there is a cancellation or an overage due to a change in services while processing the request, the amount will be refunded via your payment methodology. If there is a remaining balance, the invoice will be sent to you and if it is not paid in full within fifteen (15) days after the due date reflected on the invoice, a charge will be applied to receive the remaining balance.

#### **How do I know that my credit card information is secure?**

Your credit card/payment information is encrypted and stored with our payment processor Bluefin. Hancock does not have access to this individual information.

#### **Will I have to do this every time I need to submit a claim?**

After the first transaction, an account will be created within the payment processor where you can choose to store this information for future transactions.



## **How do I access the new IA portal?**

How do I access the new IA portal? Simply go <https://hancockclaims.com/> and click on "IA Portal" in the menu in the upper right corner. The portal will require multifactor authentication, so be sure to have your cell phone and email nearby to receive the required verification messages.

## **How will I know my new claim was accepted?**

Upon submission of your claim, you will receive a confirmation email from Hancock, and a receipt of payment will be available to you upon submission.

## **Who can I call for additional assistance?**

If you have questions or need support, contact us at:

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- Collections Questions: (770) 800-6582, Option 1, then Option 4, then Option 2