

Login page

Logging into mygreatamerican.gaig.com will bring you to our new one-stop portal to review policy information, check billing status, make direct bill payments and more! If you have a policy registered with My Billing, use that login. If you do not, click on Request access and create an account. Please have your policy number(s) available when registering.



Welcome to My Great American Portal

- Access policy documents
- Check billing status
- Make Direct Bill Payments
- View Claims and loss runs
- Review our policy services

Want access to My Great American Portal? [Request access.](#)

For assistance, please contact the Customer Care Center at 877-203-2003.

System requirements - in order to effectively operate this portal you need Internet Explorer version 10.0 or higher and Adobe Reader version 7.0 or higher.

LOGIN

Username

Password

[Forgot your password?](#)

By clicking "Login", you are accepting the terms of use in the Access Agreement.

ACCESS AGREEMENT

Access to this information system (the "System") that stores, transmits, or processes Great American Insurance Company (hereafter referred to as "Company") information is restricted to persons who have received individual user identification and access credentials.

Main landing page

Once you've logged in, you'll have access to all of your registered policies. On this main landing page, you'll find your policy number; the policyholder name; policy effective date; policy expiration date; the status of that particular policy; and the billing status.

- If your Billing Status is listed as "Contact Your Agency," this policy is billed from your agent rather than directly from Great American. This policy will not be eligible to be paid online through My Billing and payment information will not be available.
- If your Billing Status is listed as "Current," this policy is billed from Great American. Payment details and information are visible when you click on the policy details.

The screenshot shows the 'Policies' page in the My Great American Insured Portal. At the top left is the Great American Insurance Group logo and 'My Great American Portal'. At the top right, it says 'Welcome Bob Brodacious' and has navigation links for 'POLICIES', 'CLAIMS', and 'POLICY SERVICES'. Below the navigation is a 'Home » Policies' breadcrumb and a 'Register a Policy' button. A 'Filter' dropdown is located above the table. The table has the following columns: Policy Number, Policyholder Name, Effective Date, Expiration Date, Policy Status, and Billing Status. There are six rows of data, each with a dropdown arrow next to the Policy Number.

Policy Number	Policyholder Name	Effective Date	Expiration Date	Policy Status	Billing Status
12345678900	SAMPLE POLICY NAME	01/01/2013	09/14/2013	EXPIRED	CONTACT YOUR AGENCY
12345678900	SAMPLE POLICY NAME	11/01/2015	11/01/2016	INFORCE	CONTACT YOUR AGENCY
12345678900	SAMPLE POLICY NAME	04/14/2014	04/14/2015	EXPIRED	CONTACT YOUR AGENCY
12345678900	SAMPLE POLICY NAME	08/31/2015			CONTACT YOUR AGENCY
12345678900	SAMPLE POLICY NAME	12/31/2013	12/31/2014	EXPIRED	CONTACT YOUR AGENCY
12345678900	SAMPLE POLICY NAME	09/30/2015	09/30/2016	INFORCE	CURRENT

When you click on the carrot next to the Policy Number, you'll see a drop down of all the available actions for this policy. *See the next page for more details on these actions.*

Home » Policies

Register a Policy

Filter

Policy Number	Policyholder Name	Effective Date	Expiration Date	Policy Status	Billing Status
12345678900	SAMPLE POLICY NAME	01/01/2013	09/14/2013	EXPIRED	CONTACT YOUR AGENCY
12345678900	SAMPLE POLICY NAME	11/01/2015	11/01/2016	INFORCE	CONTACT YOUR AGENCY
12345678900	SAMPLE POLICY NAME	04/14/2014	04/14/2015	EXPIRED	CONTACT YOUR AGENCY
12345678900	SAMPLE POLICY NAME	08/31/2015			CONTACT YOUR AGENCY
12345678900	SAMPLE POLICY NAME	12/31/2013	12/31/2014	EXPIRED	CONTACT YOUR AGENCY
12345678900	SAMPLE POLICY NAME	09/30/2015	09/30/2016	INFORCE	CURRENT

- **Policy Details** will give you all of the needed information about the policy.
- **Loss Runs** will open a new window for you to log in and run a Loss Runs report.
- **Contact your Agency** will open a window with your agency's contact information displayed.
- **Submit a Claim** allows you to quickly and easily submit a claim on this policy. Just follow the step-by-step instructions and click Submit!

Submit a Claim

1 Select Policy 2 Submitter Details 3 Claim Details 4 Confirm & Submit

Policy Number: 12345678900

Policy Holder: SAMPLe POLICY NAME

First Name:*

Last Name:*

Phone Number:

Email:*

Suit Filed?
 Yes No

I am the primary contact:*

Yes No

Back Next

- **Remove this Policy** will remove your policy from your online view. Please note this does not cancel your policy.

Policy information

When you click on the policy number, you'll be directed to a *Policy Details* page. If there is billing action required, it will be noted in the *Billing Details* section of this page. Available *Policy Documents* will be displayed under the policy details, as will any *Claims* status or information.

At any time while viewing policy information, you can click on the blue **Register a Policy** button to add another Great American policy to your view. Be sure to have your policy number available when you do!

The screenshot displays the 'My Great American Portal' interface. At the top left is the Great American Insurance Group logo and the text 'My Great American Portal'. On the right, there is a user greeting 'Welcome Bob Brodacious' and navigation tabs for 'POLICIES', 'CLAIMS', and 'POLICY SERVICES'. Below the navigation, a breadcrumb trail reads 'Home > Policies > Details'. The main heading is 'SAMPLE POLICY NAME' with the subtext 'Business Unit Name'. A blue button labeled 'Register a Policy' is circled in red. The page is divided into three main sections: 'POLICY DETAILS', 'BILLING DETAILS', and 'POLICY DOCUMENTS (0)'. The 'POLICY DETAILS' section shows a policy number '12345678900', an effective date of '01/01/2013', an expiration date of '09/14/2013', and a status of 'EXPIRED'. It also lists agency information: 'Agency Name', '513-555-5555', and 'www.agencywebsite.com'. There are buttons for 'Run loss run report' and 'Submit a claim'. The 'BILLING DETAILS' section contains the text 'FOR BILLING QUESTIONS, PLEASE CONTACT YOUR AGENCY.'. The 'POLICY DOCUMENTS (0)' section shows 'NO DOCUMENTS TO DISPLAY'. The 'CLAIMS (0)' section shows 'NO CLAIMS TO DISPLAY FOR THIS POLICY PERIOD.'.

Claims tab

In the Claims tab, you can view the Claims information and status of any claims you have filed on that policy. Here, you'll be able to view the Claim Number, Policy Number, Claimant, Loss Date, Claim Status, Close Date if applicable, Loss Description and the Adjuster's name who worked on the claim. Clicking on the blue **Submit a Claim** button will take you through the simple step-by-step mentioned previously.

You can select **Export to Excel** to export your entire list of Claims into one easy to read spreadsheet.

Home > Claims

Claims

Filter

Claim Number	Policy Number	Claimant	Loss Date	Claim Status	Close Date	Loss Description	Adjuster
987654321	12345678900	CLAIMANT NAME	04/24/2007	Closed	08/16/2007	DAMAGE - PROPULSION SYSTEM	ADJUSTER NAME
987654321	12345678900	CLAIMANT NAME	06/02/2007	Closed	07/18/2007	MOTOR COMPRESSING	ADJUSTER NAME
987654321	12345678900	CLAIMANT NAME	07/01/2008	Closed	11/06/2008	TRANSMISSION DAMAGE - CAUSE UNKNOWN	ADJUSTER NAME

Policy Services tab

Here, you'll find quick links to the apps and services that you use today, so all of the information you need will be at your fingertips 24 hours a day, seven days a week.

Home > Policies

Policies

Filter

Policy Number	Policyholder Name	Effective Date	Expiration Date	Policy Status	Billing
12345678900	SAMPLE POLICY NAME	01/01/2013	09/14/2013	EXPIRED	CONTACT YOUR AGENCY
12345678900	SAMPLE POLICY NAME	11/01/2015	11/01/2016	INFORCE	CONTACT YOUR AGENCY
12345678900	SAMPLE POLICY NAME	04/14/2014	04/14/2015	EXPIRED	CONTACT YOUR AGENCY
12345678900	SAMPLE POLICY NAME	08/31/2015			CONTACT YOUR AGENCY
12345678900	SAMPLE POLICY NAME	12/31/2013	12/31/2014	EXPIRED	CONTACT YOUR AGENCY
12345678900	SAMPLE POLICY NAME	09/30/2015	09/30/2016	INFORCE	CURRENT

Thank you for your business with Great American Insurance Group. Visit MyGreatAmerican.GAIG.com today!