

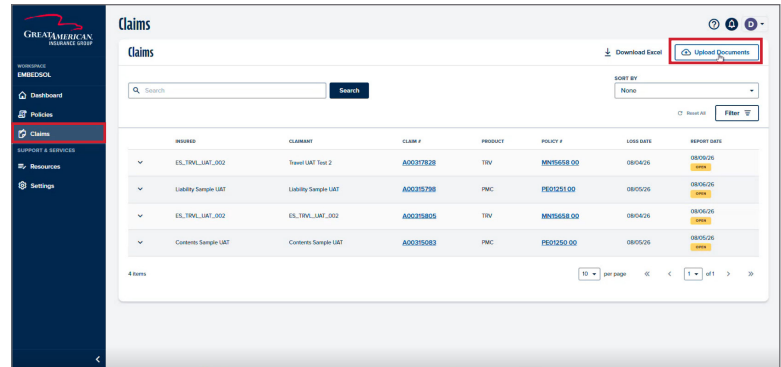
Upload Documents to a Claim in Insured Claim Connect

Insured Portal

Use Insured Claim Connect to upload supporting claim documents and send them directly to the adjuster. This quick card walks you through each upload option and highlights key features such as document tracking, notes, and email confirmations.

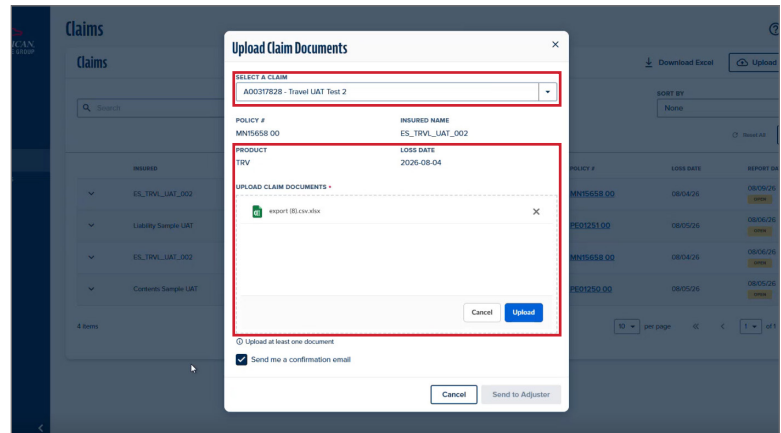
Option 1: Upload from the Claims Page

1. Navigate to the **Claims** page.
2. Click **Upload Documents**.

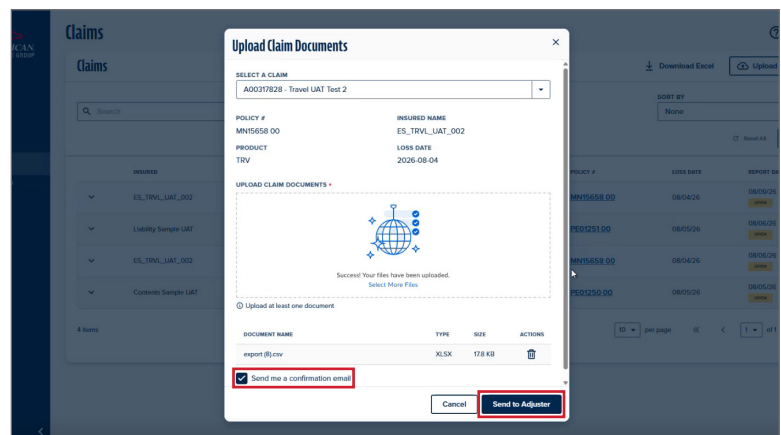


3. In the Upload Claim Documents modal, **Select a Claim** from the drop-down menu.
4. Browse and select the document(s) you want to upload.
5. Click **Upload**.

NOTE: After you click Upload, a progress bar displays the upload status. When the upload is complete, a confirmation message appears with the option to upload additional documents. Uploaded documents are listed in the table below the upload area.



6. Select **Send me a confirmation email**.
7. Click **Send to Adjuster**.

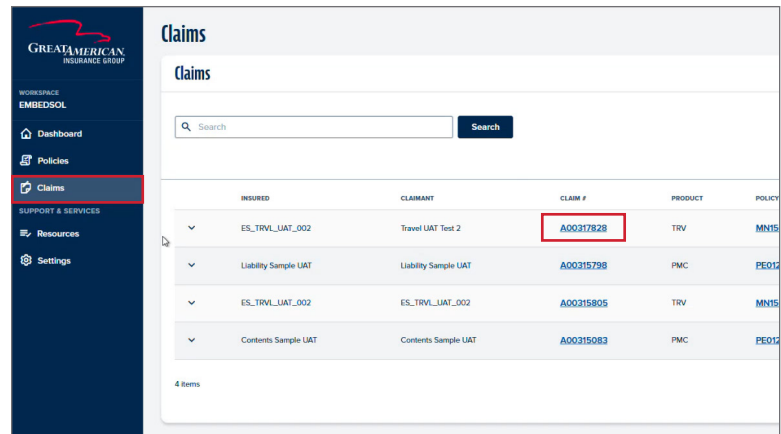


Upload Documents to a Claim in Insured Claim Connect (Continued)

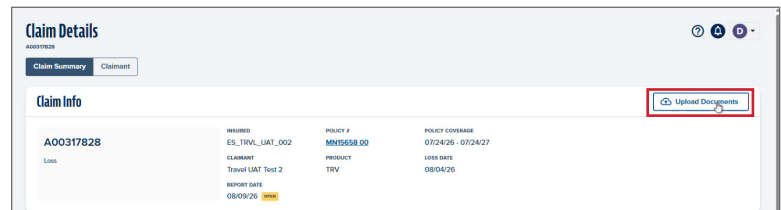
Insured Portal

Option 2: Upload from Claim Details Page

1. Navigate to the **Claims** page.
2. Click a **Claim #** to open the Claim Details page.

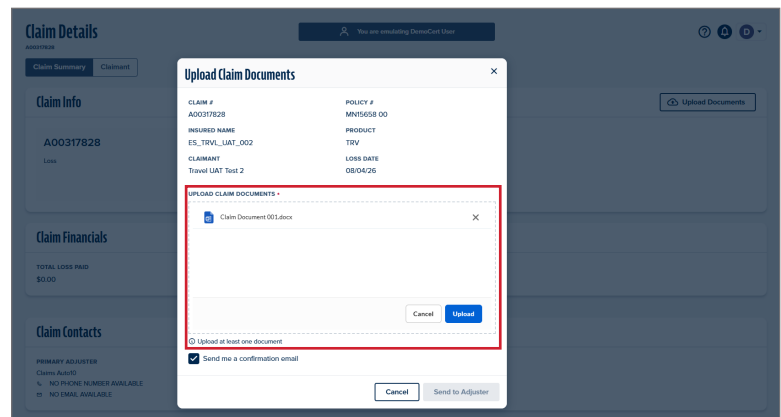


3. On the Claim Details page, click **Upload Documents**.

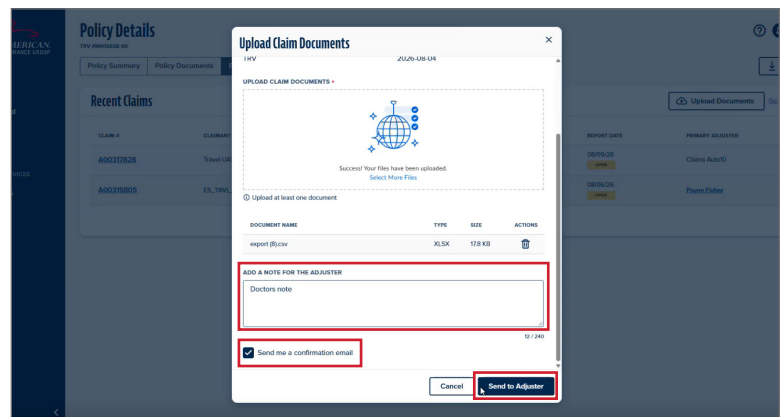


4. In the Upload Claim Documents modal, browse and select the document(s) you want to upload.
5. Click **Upload**.

NOTE: After you click Upload, a progress bar displays the upload status. When the upload is complete, a confirmation message appears with the option to upload additional documents. Uploaded documents are listed in the table below the upload area.



6. **Add a Note for the Adjuster** as needed.
7. Select **Send me a confirmation email**.
8. Click **Send to Adjuster**.

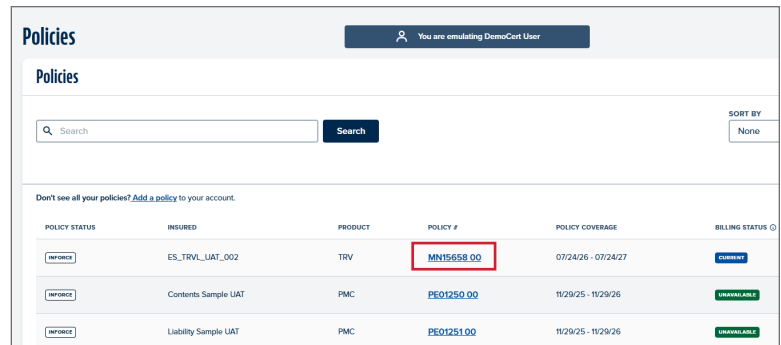


Upload Documents to a Claim in Insured Claim Connect (Continued)

Insured Portal

Option 3: Upload from Policy Details Page

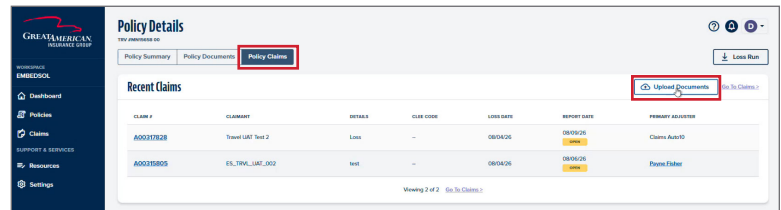
1. Navigate to the **Policies** page.
2. Click a **Policy #** to open the Policy Details page.
3. On the Policy Details page, click the **Policy**



POLICY STATUS	INSURED	PRODUCT	POLICY #	POLICY COVERAGE	BILLING STATUS
INFORCE	ES_TRVL_UAT_002	TRV	MN15658.00	07/24/26 - 07/24/27	CURRENT
INFORCE	Contents Sample UAT	PMC	PE01250.00	11/29/25 - 11/29/26	UNPAIDABLE
INFORCE	Liability Sample UAT	PMC	PE01251.00	11/29/25 - 11/29/26	UNPAIDABLE

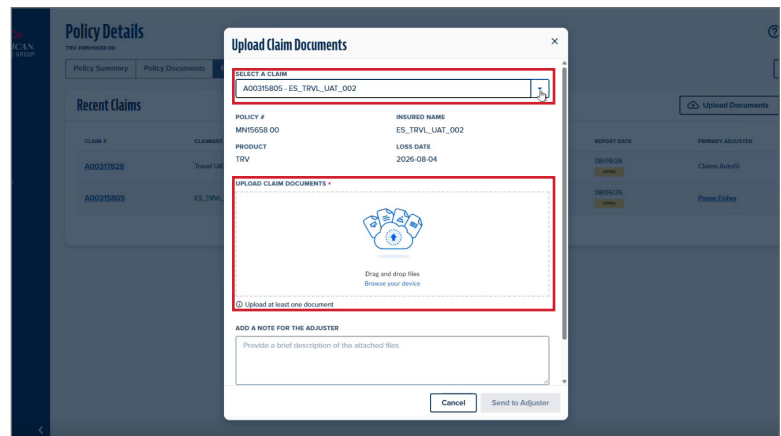
Claims tab.

4. On the Policy Claims tab, click **Upload Documents**.
5. In the Upload Claim Documents modal, **Select a Claim** from the drop-down menu.
6. Browse and select the document(s) you want to upload.
7. Click **Upload**.



CLAIM #	CLAIMANT	DETAILS	CLAIM CODE	LOSS DATE	REPORT DATE	PRIMARY ADJUSTER
A00377828	Travel UAT Test 2	Loss	---	08/04/26	08/09/26	Claims AutoID
A00375805	ES_TRVL_UAT_002	Not	---	08/04/26	08/09/26	Phone Editor

NOTE: After you click Upload, a progress bar displays the upload status. When the upload is complete, a confirmation message appears with the option to upload additional documents. Uploaded documents are listed in the table below the upload area.



SELECT A CLAIM

A00375805 - ES_TRVL_UAT_002

POLICY # MN15658.00
INSURED NAME ES_TRVL_UAT_002
PRODUCT TRV
LOSS DATE 2025-08-04

UPLOAD CLAIM DOCUMENTS

Drag and drop files
Browse your device

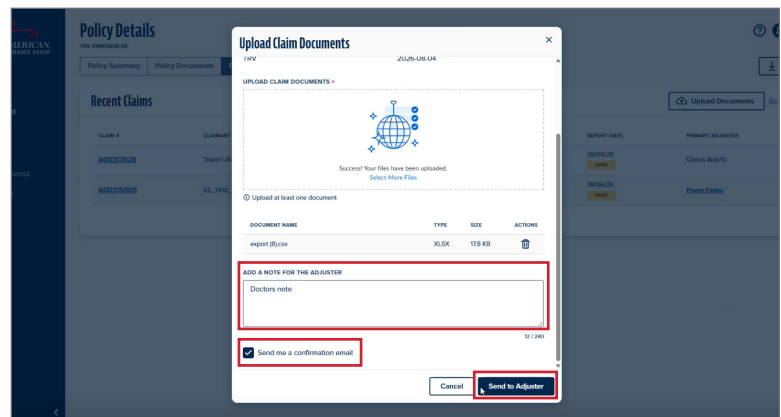
Upload at least one document

ADD A NOTE FOR THE ADJUSTER

Provide a brief description of the attached files

Cancel Send to Adjuster

8. **Add a Note for the Adjuster** as needed.
9. Select **Send me a confirmation email**.
10. Click **Send to Adjuster**.



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UPLOAD CLAIM DOCUMENTS

Success! Your files have been uploaded.
Select More Files

Upload at least one document

DOCUMENT NAME	TYPE	SIZE	ACTIONS
report (1).xv	XLSX	17.8 KB	

ADD A NOTE FOR THE ADJUSTER

Doctors note

☒ Send me a confirmation email

Cancel Send to Adjuster