

## 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) and their applicable ZIP code(s) available when registering.

**GREAT AMERICAN**  
INSURANCE GROUP

SOLUTIONS AGRIBUSINESS® SINGAPORE BRANCH EXECUTIVE LIABILITY PROPERTY & INLAND MARINE EQUINE MORTALITY NATIONAL INTERSTATE AMERICAN EMPIRE GROUP SPECIALTY HUMAN SERVICES CROP NEON P&C MEXICO DIVISION SUMMIT FIDELITY / CRIME SPECIALTY E&S PROFESSIONAL LIABILITY REPUBLIC INDEMNITY FINANCIAL INSTITUTION SERVICES TRUCKING GREAT AMERICAN INTERNATIONAL ACCIDENT & HEALTH SPECIALTY EQUIPMENT SERVICES FCIA SURETY BONDS AVIATION OCEAN MARINE ECA MERGERS & ACQUISITION

**Policyholder, welcome to My Great American Portal your one-stop spot.**

- Access policy documents
- Check billing status
- Make Direct Bill payments
- View claims
- Review our policy services

**Login**

**Username**  
Enter your username

**Password**  
Enter your password

**Login** [Forgot your password?](#)

By clicking "Login", you are accepting the terms of use in the [Access Agreement](#).

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

Need help? Contact the Customer Care Center at 877-203-2003.

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Great American Insurance Group Tower, 301 E. Fourth St., Cincinnati, OH 45202

## Main landing page

Once you have logged in, you will 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 policy is Direct Bill, the account status displays. Payment details and billing information are visible when you click on the policy details.
- 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 Portal. The page header includes the Great American Insurance Group logo, the text 'My Great American Portal', and a user greeting 'Welcome Billy Ballou'. Navigation tabs for 'POLICIES', 'CLAIMS', and 'POLICY SERVICES' are visible. A 'Filter' dropdown is located on the left side of the table. The table itself has the following structure:

Policy Number	Policyholder Name	Effective Date	Expiration Date	Policy Status	Account Status
ABC 1234567 89	SAMPLE POLICY NAME	03/15/2017	03/15/2018	INFORCE	✔ CURRENT
ABC 1234567 89	SAMPLE POLICY NAME	09/12/2014	09/12/2015	EXPIRED	👤 CONTACT YOUR AGENCY
ABC 1234567 89	SAMPLE POLICY NAME	01/01/2017	01/01/2018	INFORCE	✔ CURRENT
ABC 1234567 89	SAMPLE POLICY NAME	02/11/2017	02/11/2018	INFORCE	✔ CURRENT
ABC 1234567 89	SAMPLE POLICY NAME	06/15/2015	06/15/2016	CANCELLED	✔ CURRENT
ABC 1234567 89	SAMPLE POLICY NAME	07/01/2012	07/01/2013	EXPIRED	⊖ BILLING DETAILS UNAVAILABLE
ABC 1234567 89	SAMPLE POLICY NAME	03/10/2017	03/10/2018	INFORCE	✔ CURRENT

When you click on the carrot on the left side of 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.

The screenshot shows the 'Policies' page in the My Great American Insured Portal. At the top, there is a navigation bar with 'POLICIES', 'CLAIMS', and 'POLICY SERVICES'. Below the navigation bar, there is a breadcrumb trail 'Home > Policies' and a 'Register a Policy' button. A 'Filter' dropdown is visible on the left. The main content area displays a table of policies with columns for Policy Number, Policyholder Name, Effective Date, Expiration Date, Policy Status, and Account Status. A dropdown menu is open for the first policy (ABC 1234567 89), showing options: Policy Details, Pay My Bill, View Billing Account, View Prior Policy Periods, Loss Runs, Contact your Agency, Submit a Claim, and Manage Policy.

Policy Number	Policyholder Name	Effective Date	Expiration Date	Policy Status	Account Status
ABC 1234567 89	SAMPLE POLICY NAME	03/15/2017	03/15/2018	INFORCE	✔ CURRENT
	SAMPLE POLICY NAME	09/12/2014	09/12/2015	EXPIRED	👤 CONTACT YOUR AGENCY
	SAMPLE POLICY NAME	01/01/2017	01/01/2018	INFORCE	✔ CURRENT
	SAMPLE POLICY NAME	02/11/2017	02/11/2018	INFORCE	✔ CURRENT
	SAMPLE POLICY NAME	06/15/2015	06/15/2016	CANCELLED	✔ CURRENT
	SAMPLE POLICY NAME	07/01/2012	07/01/2013	EXPIRED	⊖ BILLING DETAILS UNAVAILABLE
ABC 1234567 89	SAMPLE POLICY NAME	03/10/2017	03/10/2018	INFORCE	✔ CURRENT

- Policy Details will give you all of the needed information about the policy.
- Loss Runs will display the Policy Loss 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!

The screenshot shows the 'Submit a Claim' form. At the top, there is a progress indicator with four steps: 1, 2 (highlighted in red), 3, and 4. Below the progress indicator, the text 'Submitter Details' is displayed. The form contains the following fields:

- Policy Number: 1234567
- Policy Holder: SAMPLE POLICY HOLDER
- \* Claimant First Name: (empty)
- \* Claimant Last Name: (empty)
- Phone Number: (empty)
- \* Email: (empty)
- Suit Filed? (Yes/No buttons)

At the bottom of the form, there are three buttons: Cancel, Back, and 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 a bill that can be paid, 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. The navigation menu includes 'POLICIES', 'CLAIMS', and 'POLICY SERVICES'. The breadcrumb trail shows 'Home » Policies » Details'. The main heading is 'SAMPLE POLICY NAME' with a gear icon and a 'Register a Policy' button. Below this, the page is divided into two main sections: 'POLICY DETAILS' and 'BILLING DETAILS'. The 'POLICY DETAILS' section shows the policy number 'ABC 1234567 89', effective date '02/11/2017', expiration date '02/11/2018', and policy status 'INFORCE'. It also lists the agency name and website. Action buttons include 'Loss Runs', 'View Prior Policy Periods', 'Submit a Claim', and 'Manage Policy'. The 'BILLING DETAILS' section shows the billing account number '123456789', account name 'SAMPLE ACCOUNT', last invoice date '04/27/2017', and account status 'Current'. Action buttons include 'View Billing Account' and 'Pay My Bill'. At the bottom, the 'POLICY DOCUMENTS' section shows 'NO DOCUMENTS TO DISPLAY'.

## Claims tab

In the Claims tab, you can view the Claims information and status of any claims that have been filed on any policy you have registered. 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.

When you click on the claim number, you'll be directed to a Claims Details page. Here, you'll be able to view the claimant level details and financial information around that claim.

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

The screenshot shows the 'My Great American Portal' interface. At the top right, it says 'Welcome Billy Ballou'. The navigation menu includes 'POLICIES', 'CLAIMS' (which is selected), and 'POLICY SERVICES'. Below the navigation, there is a breadcrumb 'Home > Claims' and a 'Submit a Claim' button. A 'Filter' dropdown and an 'Export to Excel' link are also present. The main content is a table with the following data:

Claim Number	Policy Number	Claimant	Loss Date	Claim Status	Close Date	Loss Description	Adjuster
123456789	ABC 1234567 89	SAMPLE CLAIMANT	05/30/2015	Open		LOSS DESCRIPTION	
123456789	ABC 1234567 89	SAMPLE CLAIMANT	04/28/2016	Closed	09/13/2016	LOSS DESCRIPTION	
123456789	ABC 1234567 89	SAMPLE CLAIMANT	09/07/2016	Open		LOSS DESCRIPTION	
123456789	ABC 1234567 89	SAMPLE CLAIMANT	05/23/2013	Closed	06/28/2013	LOSS DESCRIPTION	

## 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.

The screenshot shows the 'My Great American Portal' interface. At the top right, it says 'Welcome Billy Ballou'. The navigation tabs include 'POLICIES', 'CLAIMS', and 'POLICY SERVICES'. The 'POLICY SERVICES' tab is active, showing a dropdown menu with the following items: Equine Mortality (Android), Equine Mortality (iPhone), eLearning, IntelliCorp, New Dawn Security, SafetyFirst, Nonprofit Risk Management Center, Safety & Loss Prevention, Find a Medical Provider, Find a Rig Ready Shop, and Great American Insurance Group.

Below the navigation, the 'Policies' section is visible. It includes a 'Filter' dropdown and a table of policy information.

Policy Number	Policyholder Name	Effective Date	Expiration Date	Policy Status	Account
ABC 1234567 89	SAMPLE POLICY NAME	03/15/2017	03/15/2018	INFORCE	✓
ABC 1234567 89	SAMPLE POLICY NAME	09/12/2014	09/12/2015	EXPIRED	👤
ABC 1234567 89	SAMPLE POLICY NAME	01/01/2017	01/01/2018	INFORCE	✓
ABC 1234567 89	SAMPLE POLICY NAME	02/11/2017	02/11/2018	INFORCE	✓ CURRENT
ABC 1234567 89	SAMPLE POLICY NAME	06/15/2015	06/15/2016	CANCELLED	✓ CURRENT
ABC 1234567 89	SAMPLE POLICY NAME	07/01/2012	07/01/2013	EXPIRED	⊖ BILLING DETAILS UNAVAILABLE
CAP 4616814 02	SAMPLE POLICY NAME	03/10/2017	03/10/2018	INFORCE	✓ CURRENT

Thank you for your business with Great American Insurance Group. Visit [MyGreatAmerican.GAIG.com](http://MyGreatAmerican.GAIG.com) today!