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.

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.

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.

- 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!

- 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!

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.

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.

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