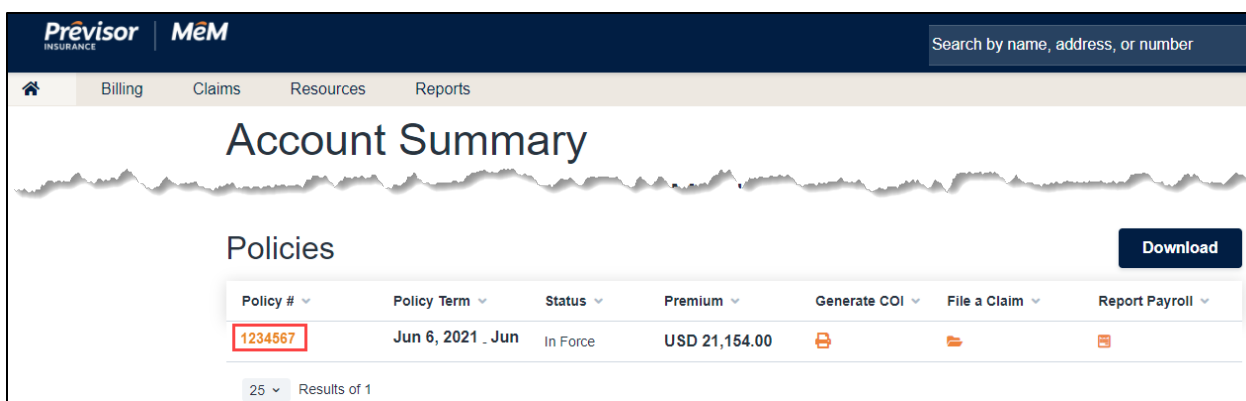


How to Access Loss Runs

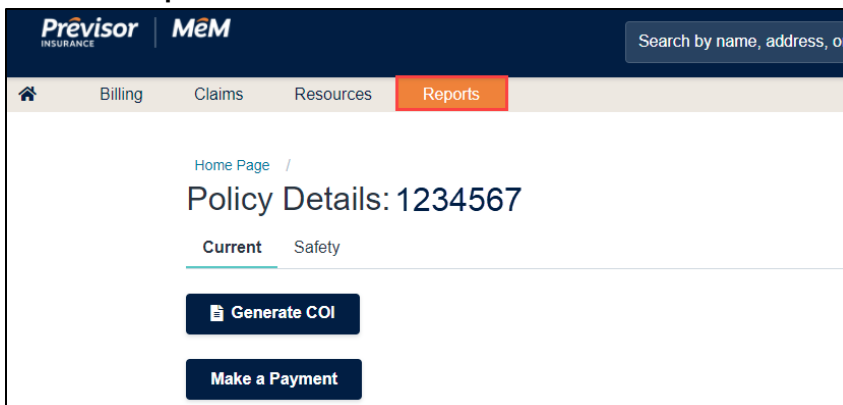
Portal Instruction Guide – Policyholders

NOTE: Log in to portal using Google Chrome, Microsoft Edge, or Mozilla Firefox.

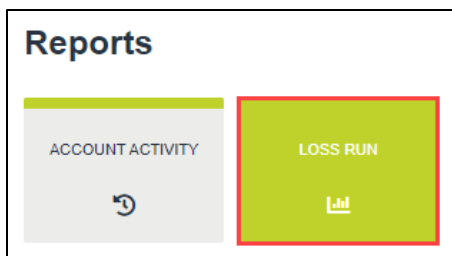
1. On the main screen, select the **Orange Policy Number Hyperlink**.



2. Select the **Reports** tab.



3. Select **Loss Run**.



4. Enter/select the **Policy #**.

Loss Run Report

Policy #

1234567

NOTE: As policy information is input, the system will search for a match and populate any available options.

5. The start date automatically populates five years prior, as loss runs can go back five years if the policy has existed that long. The end date field automatically populates with the current policy expiration date. To change the dates, select the **Date Field**. Use the **Calendar** to select a date or **Enter a Date** using the MM/DD/YYYY format.

Start Date

May 1, 2020

May 2020

Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Today

NOTE: Loss runs can be accessed for a single policy term or multiple policy terms by changing the dates.

6. Ensure dates are listed for **Start Date**, **End Date**, **Valuation Date**.

NOTE: Valuation date should always be today's date.

Loss Run Report

Policy #

Start Date

End Date

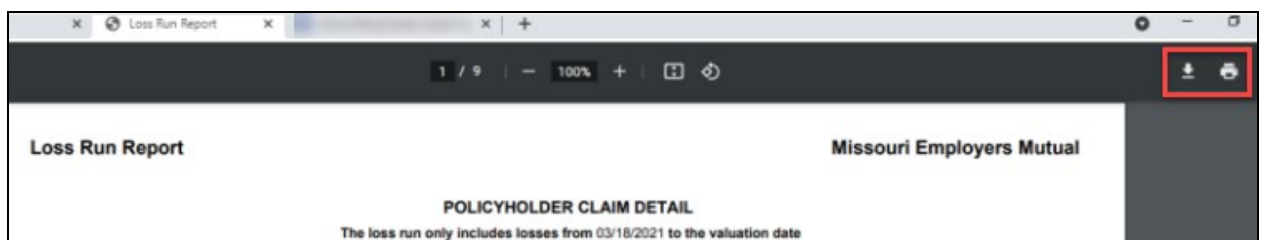
Valuation Date

Generate Report

NOTE: "Please wait while we are generating the report" message will appear.



- Once generated, the loss runs will appear in a separate window where they can be **Downloaded, Saved or Printed**.



NOTE: If the loss run report window does not open, check internet browser pop up blocker settings. Reference this tutorial on [How to Disable Pop-Up Blockers in Every Browser](#) for more information.

Where to Get Help

If your questions were not addressed within this document, please contact **MEM Customer Care** at customercare@mem-ins.com or by phone at 1.800.442.0593.