

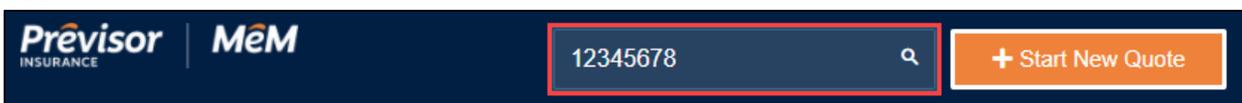
How to Access Loss Runs

Portal Instruction Guide – Producers

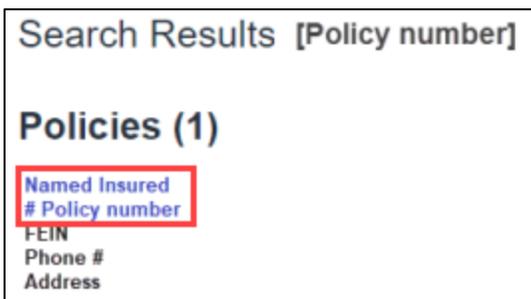
NOTE: Log in to portal using Google Chrome, Microsoft Edge, or Mozilla Firefox.

1. In the search box, enter the **Policy Number**.

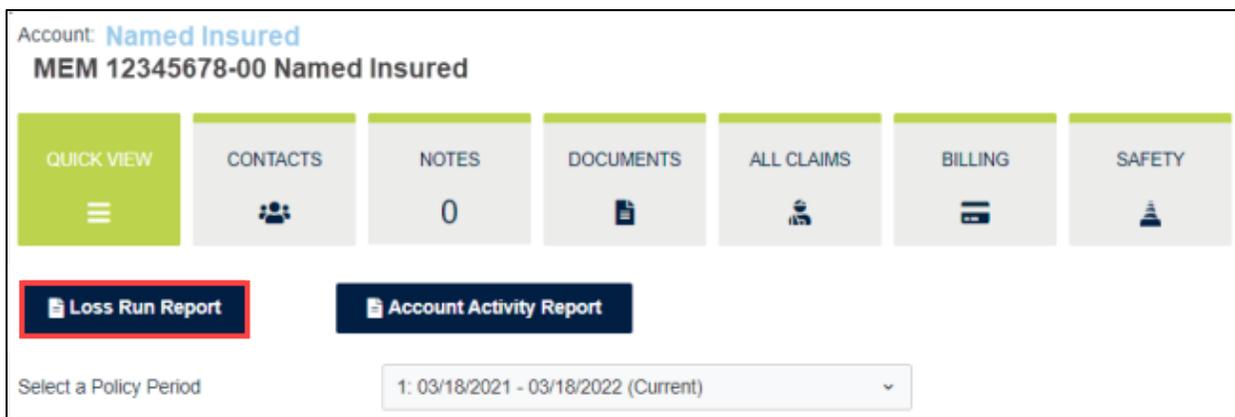
NOTE: Enter the policy number without the MEM/MEG/PRV prefix or the two digits listed after the dash.



2. Select the **Magnifying Glass** or hit **Enter**.
3. Select the **Policyholder Name** or **Policy Number** blue hyperlink.



4. Select **Loss Run Report**.



- The start date and end date fields automatically populate with the current policy term effective and expiration dates. 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.

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

The screenshot shows a date selection interface. At the top, there is a text input field labeled "Start Date" containing "May 1, 2020". Below this is a calendar for the month of May 2020. The calendar grid shows days from Sunday to Saturday. The date "1" (May 1st) is highlighted in a dark blue box. To the right of the calendar, there are three empty date input fields, each with a small calendar icon to its right. At the bottom of the calendar, there is a "Today" button.

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

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

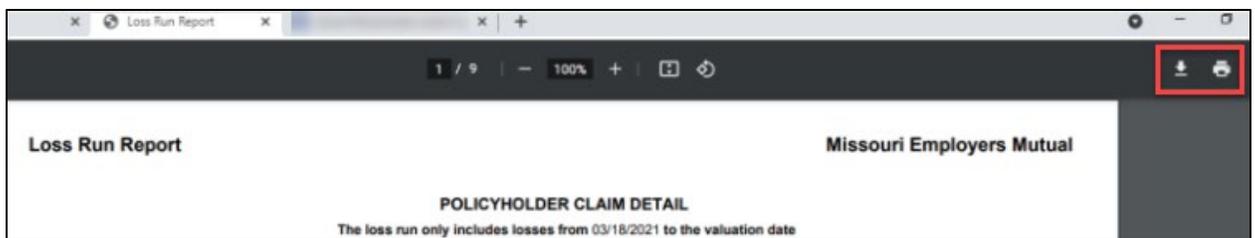
- Select **Generate Report**.

The screenshot shows a "Loss Run Report" form. At the top, it says "Loss Run Report" and "This report includes a summary of the claim with name and date of injury, status of the claim and amounts paid." Below this, the "Policy #" is "12345678". There are three date input fields, each with a calendar icon to its right: "Start Date" (Mar 18, 2021), "End Date" (Mar 18, 2022), and "Valuation Date" (Nov 18, 2021). At the bottom of the form is a red button labeled "Generate Report".

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



8. 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.