Agency Servicing Portal

Last Modified on 09/19/2025 11:30 am EDT

What is the Agency Servicing Portal?

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Agents may now access customer policies through the **Agency Servicing Portal**.

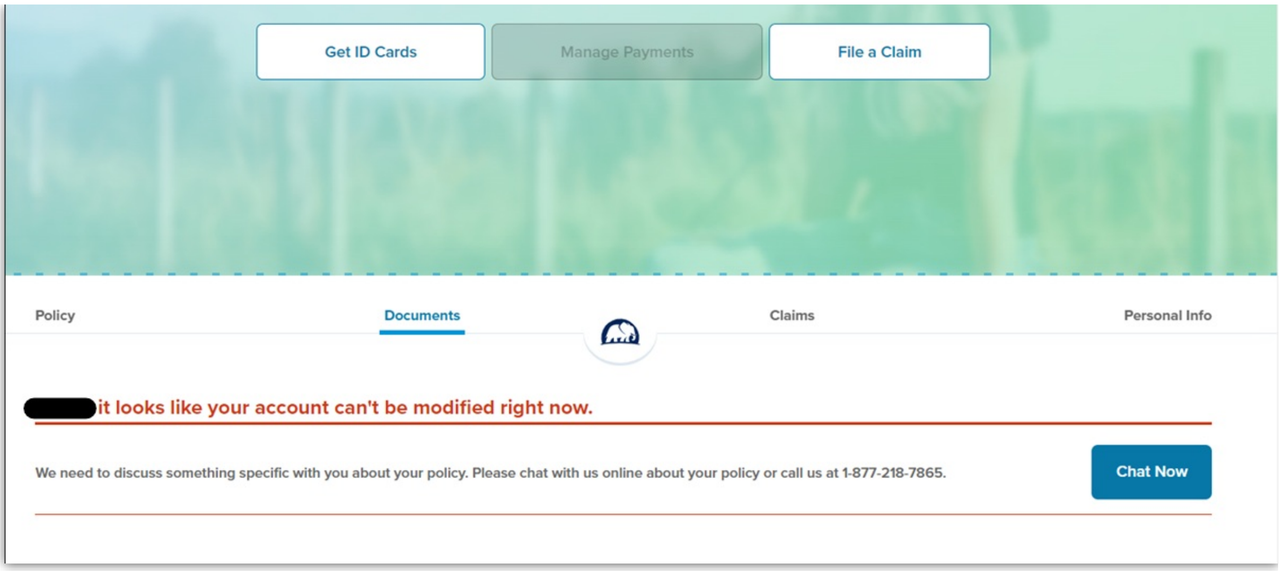
Agents can do the following on the Agency Servicing Portal:

- **View and access policy documents**
- **View and access previous-term policy documents**
- **View and access renewal documents, renewal documents are loaded 28 days prior to renewal**
- **Add/remove/update lienholder information**
- **View billing**
- **Update mailing or garaging address**
- **Add drivers/permitted drivers**
- **Add/remove/change vehicles**
- **Add/remove/change coverage**
- **Replace a vehicle**
- **Add a vehicle and driver in one quote**
- **Make payments**
- **Reschedule payments**
- **Update payment information**
- **View canceled policies**

Agents on the Agency Servicing Portal can do everything **EXCEPT:**

- **Schedule Payments**
- **Remove Drivers--To remove a driver you will most likely have to exclude them with a Customer Care agent and have the policy holder e-sign the document and return it first. You could potentially be allowed to remove if you are able to provide proof of insurance elsewhere but only if Underwriting approves it**
- **Add more than one vehicle at a time**
- **File a Claim**
- **Cancel a Policy--You can only cancel a policy by calling in to our customer care department or chatting with a customer care agent**
- **Sign or access signed waivers**
- **Update NI or driver's names**
- **Update name, phone number and email address**

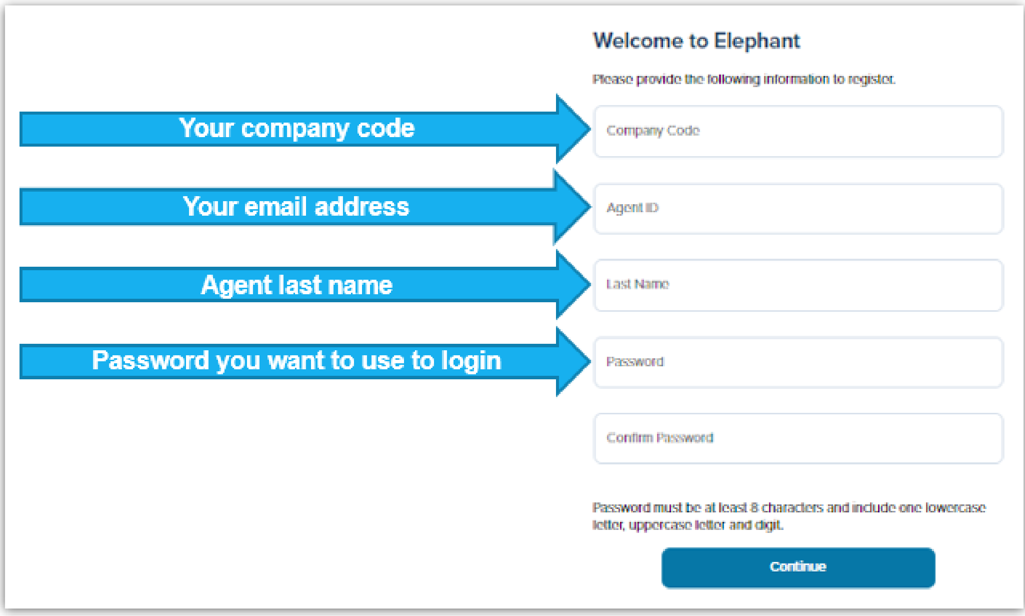
If your customer has a foreign license or any other situation causing MVR not to run, you nor the customer will have the ability to make changes on the portal. Contact us by chat or phone to update the license. You will get the following error:



How to Register Your Agent Account

How to Register your Agent Account

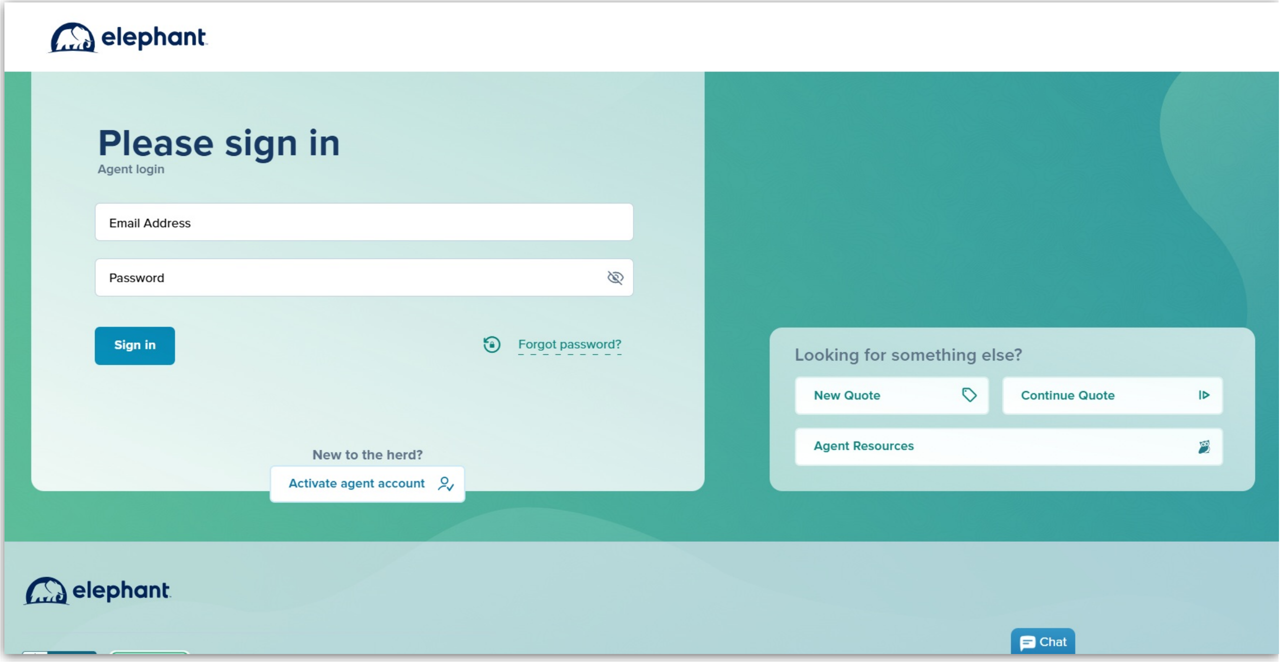
1. You will need your Company Code. If you do not have one then email agencytechsupport@elephant.com. Your Company Code is ONLY used to register for the Agency Servicing Portal.
2. Go here, and click on "Activate Agent Account" which takes you here
3. Complete all fields and click "Continue"



Login

Login

Once you have registered your account, you can login to your Agent Portal using **this link**. From there you will enter the login information that you set up when registering your account.



COMING SOON!! We will be rolling out **Multi-Factor Authentication (MFA)** over the next several months, so stay tuned!

What's New?

Soon, we will be implementing Multi-Factor Authentication (MFA) for our Elephant Agency Servicing Portal. MFA is an additional layer of security designed to safeguard both agent and customer data, ensuring unparalleled protection for your valuable information.

How Does it Work?

With MFA, you will experience an added security step during the login process. Periodically, when accessing your account, you'll be prompted to enter a unique code sent to you via email. This simple step will act as an extra security measure, making it even more challenging for unauthorized individuals to gain access to your account.

Rest Assured:

At Elephant, your privacy and data security are our top priorities. By implementing MFA, we are reinforcing our commitment to keeping your information safe and protected from potential threats.

Locked out?

Locked out?

If you are not able to log into the Agency Servicing Portal, start by resetting your password. If you are a Liberty Mutual agent, when it asks for your email, enter your N#. If you receive the email and do the reset and still get an error message, email agency support at agencytechsupport@elephant.com and say you are not able to log in to the portal. We will respond within 1 business day. We will reset your portal and then you will be able to re-register for the Agency Servicing Portal **here**.

*Reminder as a Liberty Mutual agent you will always use your N# for all fields instead of email.

How to Make Policy Changes

How to Make Policy Changes

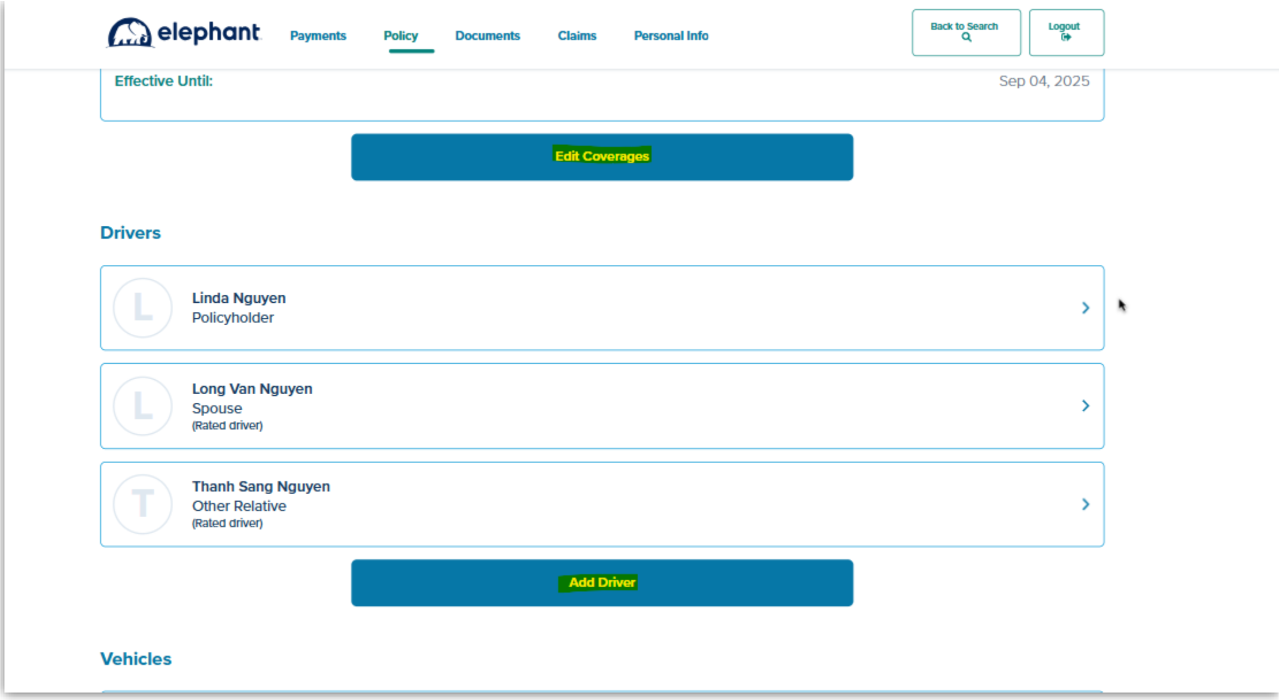
For coverage changes:

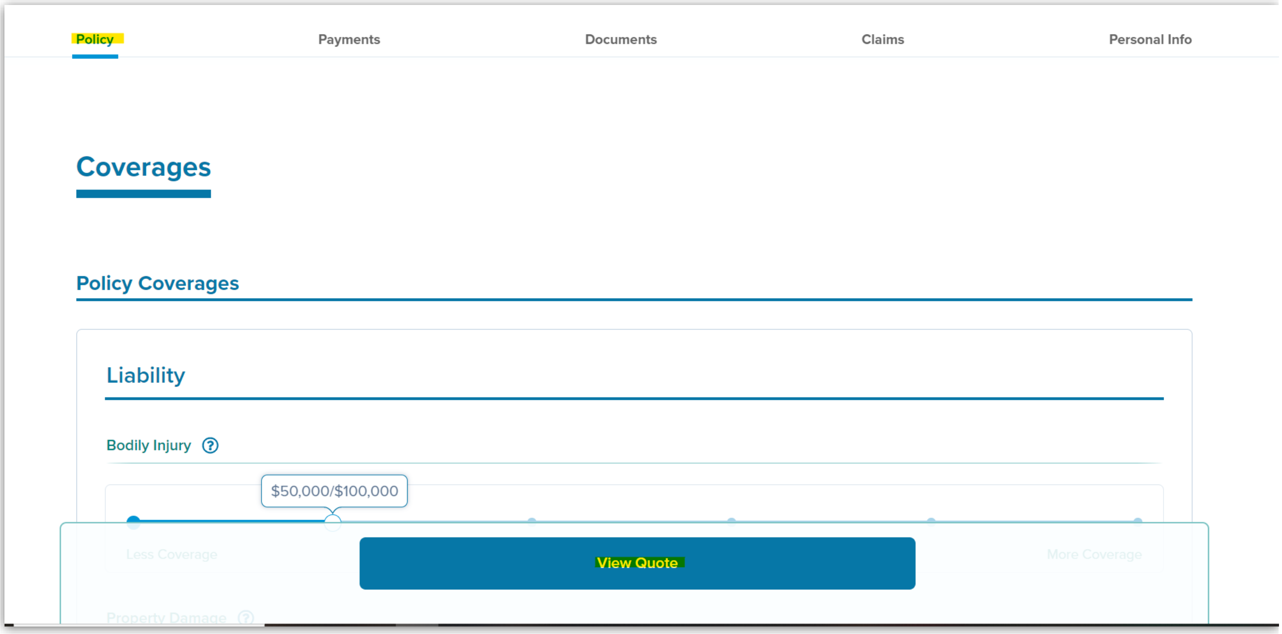
1. Once on the Portal, you will land on the "Policy" tab.
2. An edit button appears after each section so you can edit the details.
    - Edit Coverages, Add Driver, Add/Replace Vehicle.
3. go through the quote editing desired policy details.
4. Click on "View Quote"
5. Now you'll see all of your remaining payments for this policy term, policy coverages, vehicle coverages, driver assignments--all of which you can still edit.
6. Once you review everything you can click on "Change Policy" or "Discard" If your session times out or you leave without clicking either, the next time you log in you will be able to continue with the change.

See below for screenshots of all the screens.

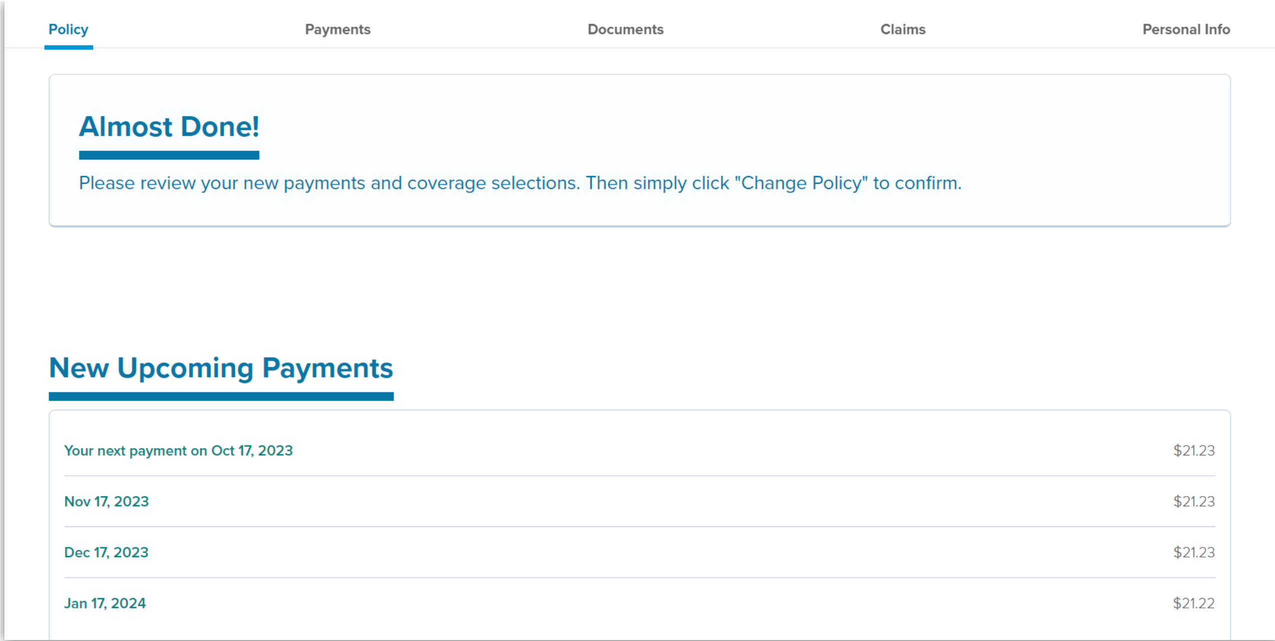
If you make a policy change close to policy renewal, you will not be able to see the future payments for the renewal. You would need to call into customer care or chat with a customer care agent.

1.-3.

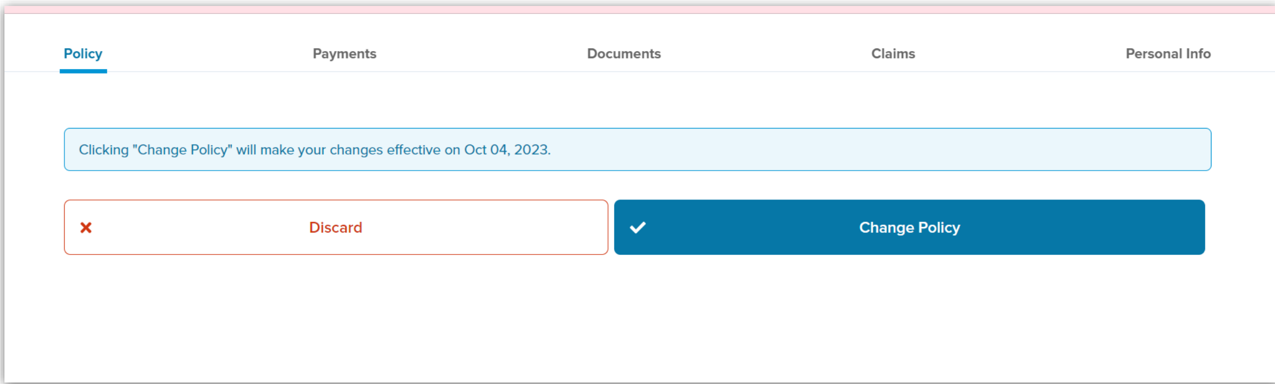

elephant
Payments
Policy
Documents
Claims
Personal Info
Back to Search
Logout
Effective Until:
Sep 04, 2025
Edit Coverages
Drivers
Linda Nguyen
Policyholder
Long Van Nguyen
Spouse
(Rated driver)
Thanh Sang Nguyen
Other Relative
(Rated driver)
Add Driver
Vehicles


Policy
Payments
Documents
Claims
Personal Info
Coverages
Policy Coverages
Liability
Bodily Injury
$50,000/$100,000
View Quote

4.



5.

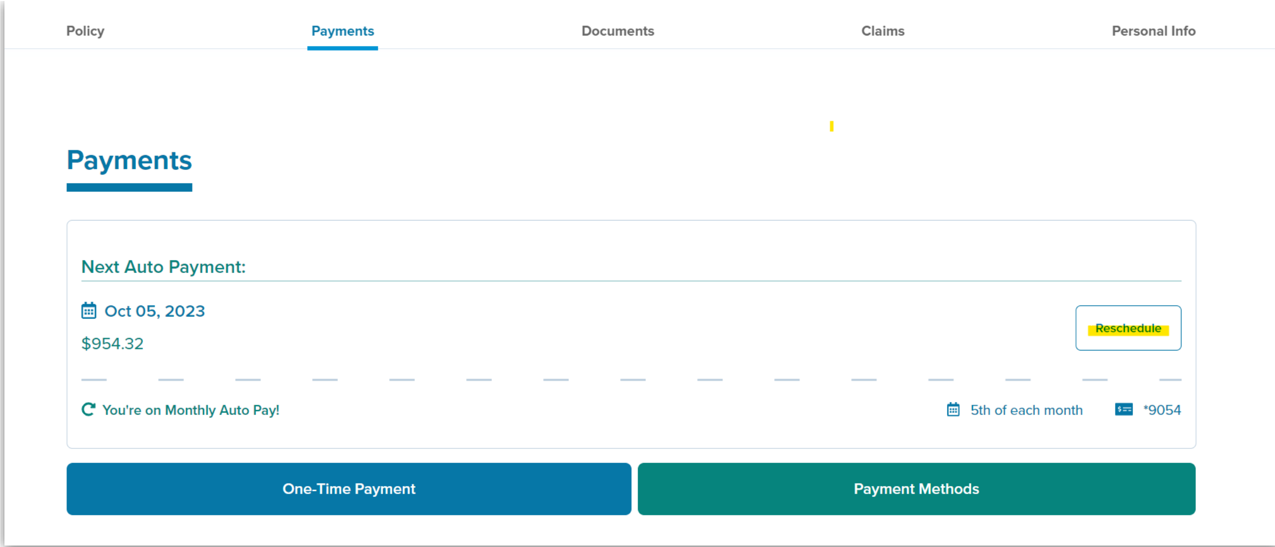


Payments

Payments

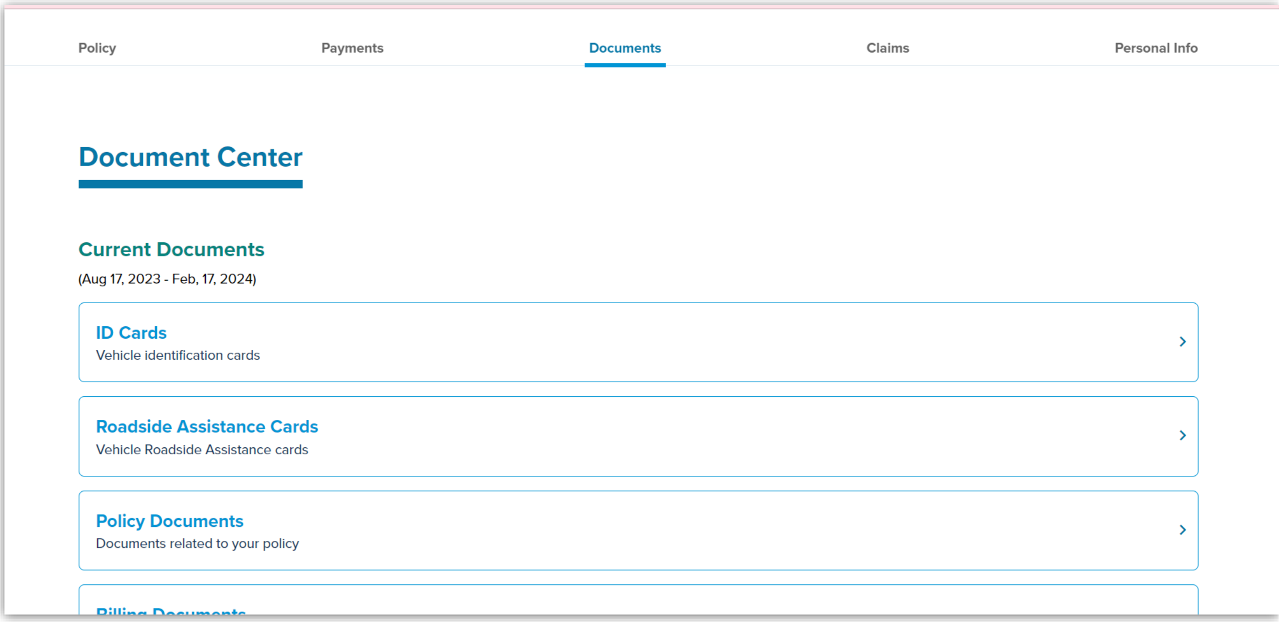
You can now make payments and change payment methods on the Agency Servicing Portal for your clients! You no longer need to call in or chat to get payments done for your clients.

You can now make payments, update the payment method and reschedule payments. For rescheduling payments, it will only show if you are eligible to change the payment. Renewal payments are never allowed to be rescheduled, instead you will want to stop the renewal payment. This can only be done by calling into our Customer Care department.

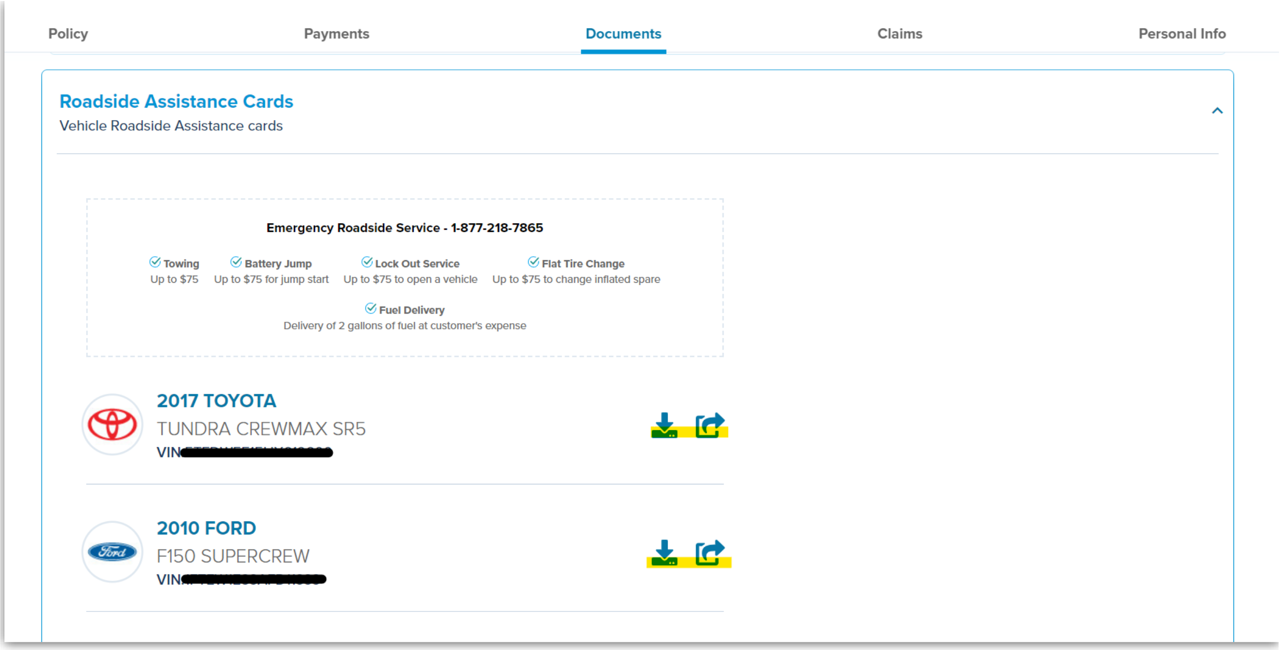


How to download policy documents

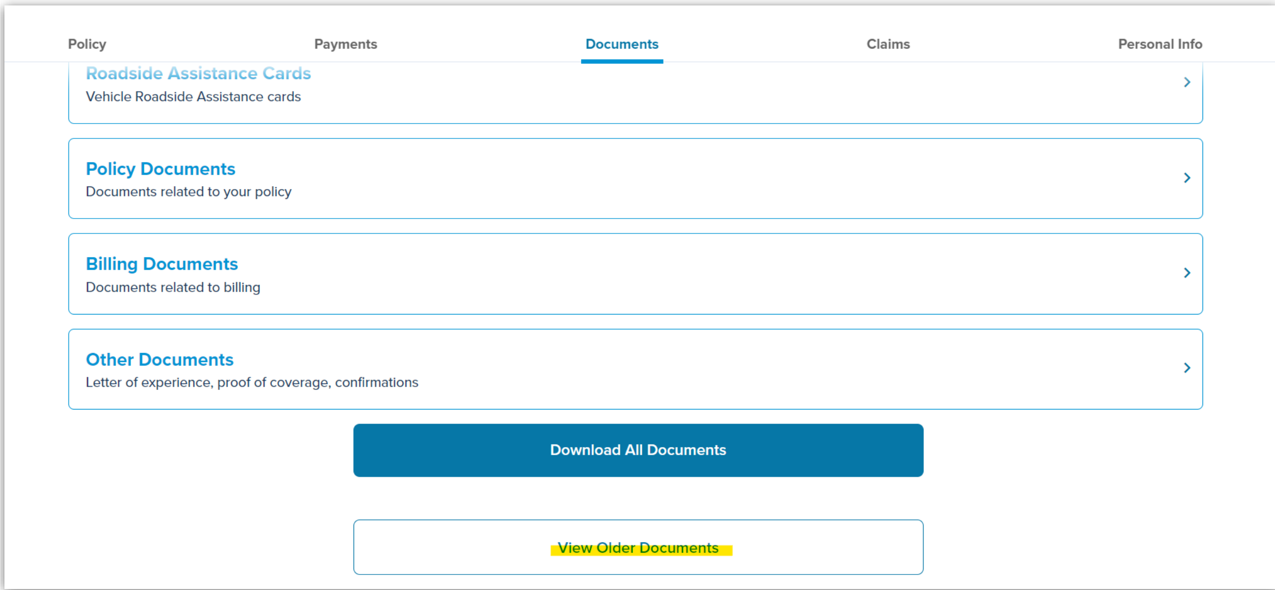
Click on "Documents" Select the document you want and click on the arrow button.

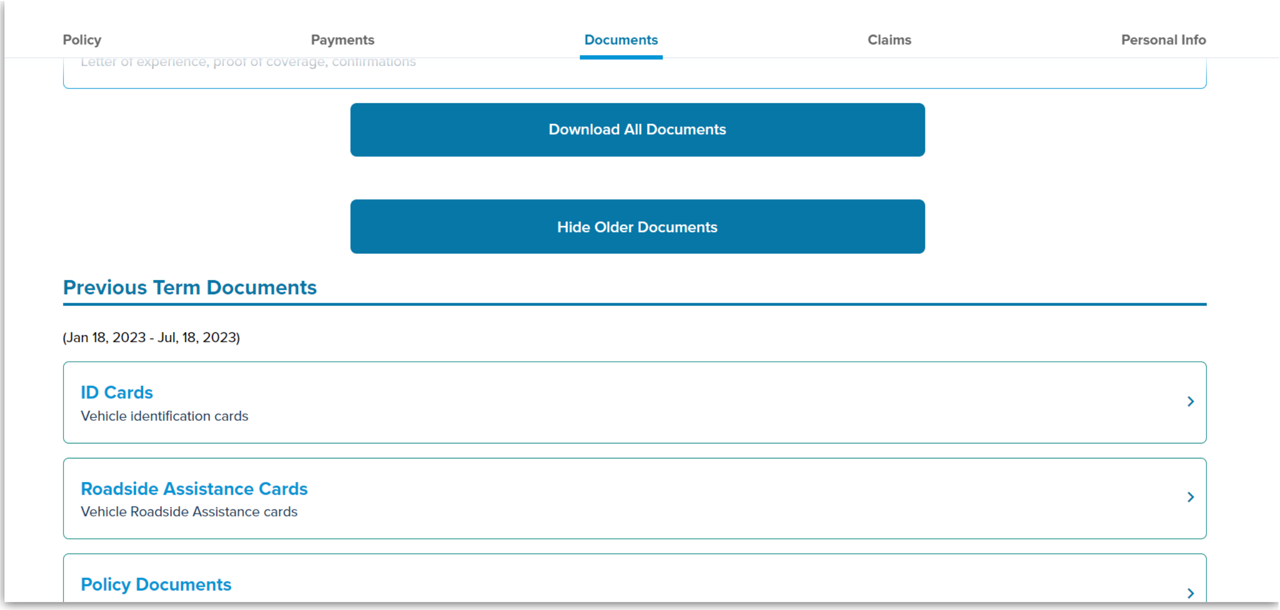


Select the specific document you want and click on the delivery preference.



You can now access prior-term policy documents as well. Just scroll down and click the "View Older Documents"





How to update a lienholder

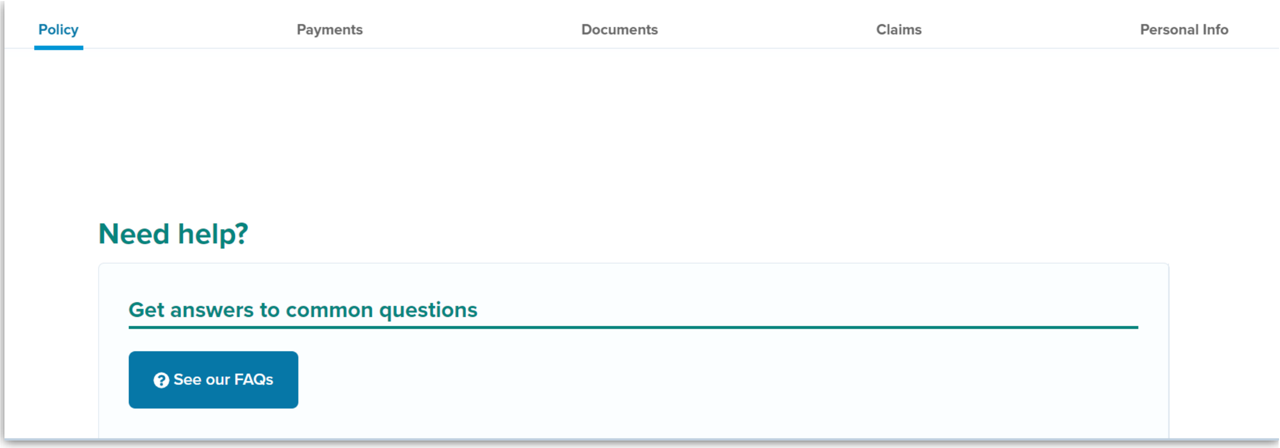
Your browser does not support HTML5 video.

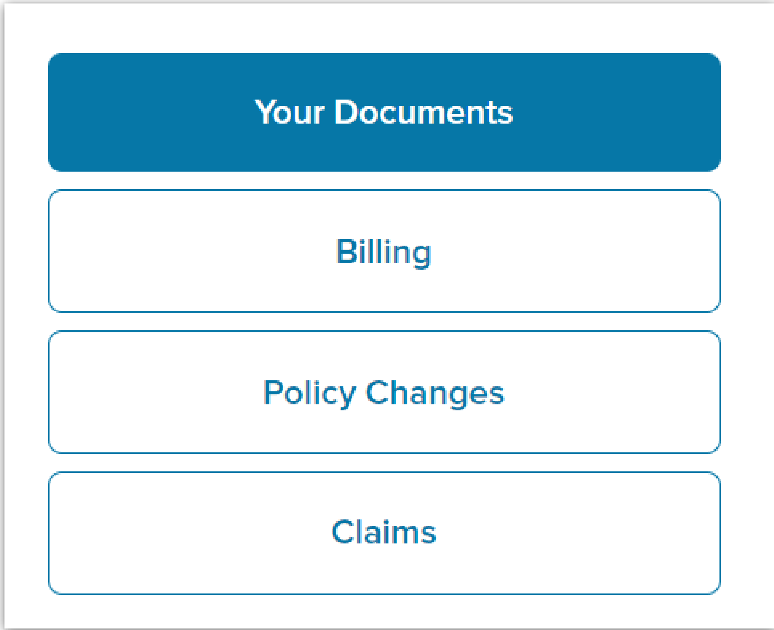
1. Log into the customer account
2. Search for the account needed
3. Make sure the "Policy" tab is selected
4. Select a vehicle to update the lienholder
5. Click "Edit" to update the lienholder
6. Select new lienholder from the dropdown and save

Need help with the Portal?

Need Help with the Portal?

While using the Portal if you have questions or need guidance, there is a help center available at the bottom of the page. There are answers to Frequently Asked Questions as well as how-to instructions for using the Agency Servicing Portal.





Cancellation Information

Cancellation Information

If a policy has been cancelled, there will be a banner saying the account cannot be modified with date details under it. Contact us by chat or phone to get more information on these policies.

Dashboard Payments Documents Policy Claims

Hi there, Jose!

Jose, it looks like your account can't be modified right now.

According to our records, your policy's been cancelled as of May 18, 2025. Please chat with us for questions about your cancelled policy or call us at 1-877-218-7865 to get a quote on reactivating your policy.

Chat Now >
Jose, it looks like your account can't be modified right now.

Documents >
Get ID cards or proof of insurance

Claims >
Let's get you back on the road

Policy >
Change coverages or add drivers and vehicles