

Agency Servicing Portal

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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 drivers 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. You will get the following error:


Get ID Cards

Manage Payments

File a Claim

Policy

Documents



Claims

Personal Info

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

We need to discuss something specific with you about your policy. Please chat with us online about your policy or call us at 1-877-218-7865.

Chat Now

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"

Your company code

Your email address

Agent last name

Password you want to use to login

Welcome to Elephant

Please provide the following information to register.

Company Code

Agent ID

Last Name

Password

Confirm Password

Password must be at least 8 characters and include one lowercase letter, uppercase letter and digit.

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.

Please sign in

Sign in

[Forgot password?](#)

Activate Agent 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.



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, click on the "Policy" tab.
2. Make your desired changes.
3. Click on "View Quote"
4. 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.
5. 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.

Coverages

Policy Coverages

Liability

Bodily Injury ⓘ

\$50,000/\$100,000

Less Coverage

View Quote

More Coverage

Property Damage ⓘ

4.

Almost Done!

Please review your new payments and coverage selections. Then simply click "Change Policy" to confirm.

New Upcoming Payments

Your next payment on Oct 17, 2023	\$21.23
Nov 17, 2023	\$21.23
Dec 17, 2023	\$21.23
Jan 17, 2024	\$21.22

5.

Clicking "Change Policy" will make your changes effective on Oct 04, 2023.



Discard



Change Policy

Payments

Payments

You asked and we HERD! 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.

[Policy](#)[Payments](#)[Documents](#)[Claims](#)[Personal Info](#)

Payments

Next Auto Payment:

📅 Oct 05, 2023

\$954.32

Reschedule

🔄 You're on Monthly Auto Pay!

📅 5th of each month

💳 *9054

One-Time Payment

Payment Methods

How to download policy documents

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

Document Center

Current Documents

(Aug 17, 2023 - Feb, 17, 2024)

ID Cards

Vehicle identification cards



Roadside Assistance Cards

Vehicle Roadside Assistance cards



Policy Documents

Documents related to your policy



Billing Documents

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

Roadside Assistance Cards

Vehicle Roadside Assistance cards



Emergency Roadside Service - 1-877-218-7865

- Towing
Up to \$75
- Battery Jump
Up to \$75 for jump start
- Lock Out Service
Up to \$75 to open a vehicle
- Flat Tire Change
Up to \$75 to change inflated spare
- Fuel Delivery
Delivery of 2 gallons of fuel at customer's expense



2017 TOYOTA

TUNDRA CREWMAX SR5

VIN [REDACTED]



2010 FORD

F150 SUPERCREW

VIN [REDACTED]



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

Policy

Payments

Documents

Claims

Personal Info

Roadside Assistance Cards

Vehicle Roadside Assistance cards

>

Policy Documents

Documents related to your policy

>

Billing Documents

Documents related to billing

>

Other Documents

Letter of experience, proof of coverage, confirmations

>

Download All Documents

View Older Documents

Policy

Payments

Documents

Claims

Personal Info

Letter of experience, proof of coverage, confirmations

Download All Documents

Hide Older Documents

Previous Term Documents

(Jan 18, 2023 - Jul, 18, 2023)

ID Cards

Vehicle Identification cards

>

Roadside Assistance Cards

Vehicle Roadside Assistance cards

>

Policy 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.

[Policy](#)[Payments](#)[Documents](#)[Claims](#)[Personal Info](#)

Need help?

Get answers to common questions

[See our FAQs](#)

Your Documents

[Billing](#)[Policy Changes](#)[Claims](#)

Cancellation Information

Cancellation Information

If a policy has been canceled, there will be a banner to let you know. Contact us by chat or phone to get information on these policies.


1920x919

Tab 2

Include closed tabs

Dev Tools

https://mypolicy.elephant.com/agency/policy-search



Logout

Hi, Agent!

Search by policy number

✖ This policy is not currently in force and appears to be cancelled or expired. Please call 1-877-218-7865, to talk to an agent.

Policy Number

244-003-220-94

Find Policy

Search by customer

Email