

Enhancement to myPolicy: Submit Claims

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Citizens' new policyholder self-service tool, [myPolicy](#), has been enhanced with a new feature: policyholders now can file a claim directly online.

How to File a Claim

Registered policyholders can log into myPolicy and file a claim by choosing **Claims** in the light blue menu bar, then selecting **File a Claim**:

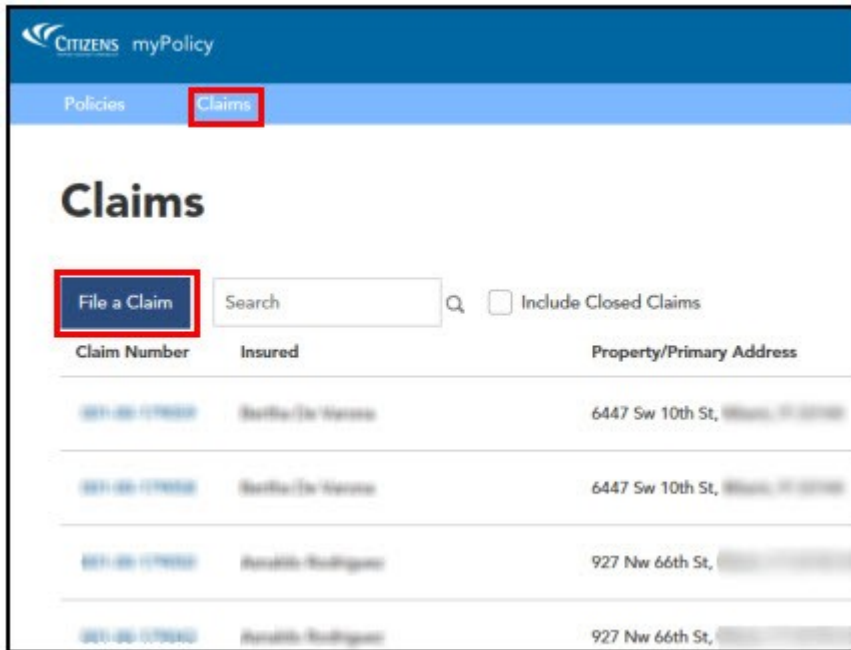


Figure 1: myPolicy Claims screen

Policyholders should enter the following information:

- Date of loss
- Cause of loss

- The cause of loss cannot be edited after the policyholder proceeds to the next screen. If the cause of loss needs to be edited, the policyholder must cancel the claim by clicking **Cancel**, and then file a new claim.
- If the cause of loss is nonweather water-related damage, and the policyholder is not interested in the free Emergency Water Removal Services, myPolicy will prompt the policyholder to provide a reason for declining the service.
- Details of the loss
- Preferred contact information for the policyholder

Once the claim is submitted, policyholders can select **Print** on the *Confirmation* screen to keep a copy for their records.

As a reminder, policyholders also can view information about any open or closed claim by selecting **Claims** in the light blue menu bar. The following information is available:

- Claim status
- Adjuster contact information
- Claim check information details

Resources

- Personal Lines Bulletin: [New myPolicy and Update to Website Login](#)
- *Selecting Cause of Loss and Detailed Cause of Loss When Submitting a Claim in myPolicy* [guide](#) for policyholders
- Log in to the *Agents* site and from the website's top menu, select **Search** → **Search Frequently Asked Questions** (FAQs) and enter *myPolicy*. Search returns include the *myPolicy Overview for Agents* [job aid](#).
- Policyholders can search frequently asked questions (FAQs) by selecting the **Frequently Asked Questions** link on the right side of the myPolicy *Login* page and using the keyword *myPolicy*.

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