



Farmers Mutual Hail
Insurance Company of Iowa

FMH POLICYHOLDER CENTER

AGENT ACCESS FEATURE

Frequently Asked Questions (Q&A)

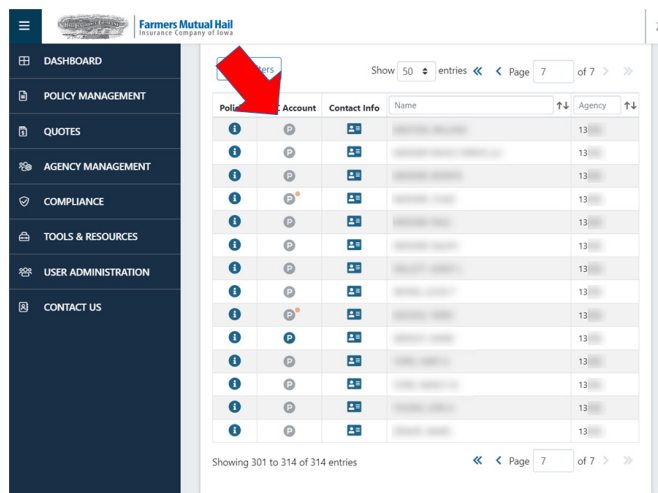


The new Agent Access Feature in the FMH Policyholder Center (PHC) allows agents to view PHC accounts to provide support in real time and assist their customers in using the PHC.

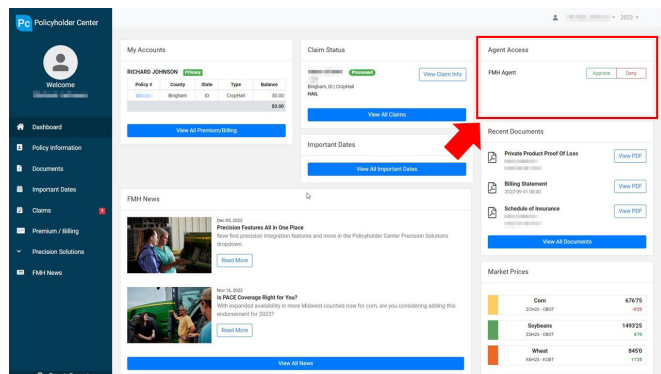
HOW IT WORKS

How does the Agent Access Feature work?

Agents can request access to an insured's PHC account in FMHA by clicking the new "P" icon on their customer list, on the policy, or on the entity.



This will generate an email to the insured prompting them to log into their PHC account with their regular login credentials. When they log in, they will use the new Agent Access card on their dashboard to approve or deny your access.



Once they've approved access, you will be notified via email and will be able to access their account from FMHA.

This is a one-time approval process – the customer only needs to approve access once. Customers will be reminded annually to review any permissions they've approved in the PHC.

Who will this impact?

This feature is available to all agents to use with policyholders who have PHC accounts. This is a great time for agents to promote setting up PHC accounts to any of their policyholders who don't currently have one.

How can agents tell which of their customers has approved their access to their PHC account?

When an agent navigates to their customer list in FMHA, the "P" icon for each customer will reflect the level of access the agent has to that customer's PHC account. Refer to the chart below for guidance.

Status Indicator	Meaning
	The policyholder has an existing PHC account, but you have not been granted access.
	The policyholder does not have an existing PHC account.
	You can access the policyholders existing PHC account.
	A request to access the policyholder's PHC account is pending.

Once they have access, what can agents assist with in the PHC?

Agents will have access to the customer's PHC dashboard, as well as information in the Policy Information, Documents, Important Dates, Claims, and FMH News tabs. Agents will also be able to upload calibration reports and precision data files through PHC, as well as helping their customers utilize precision connections like the John Deere Operations Center™ and Climate FieldView™ integrations.

What can agents NOT assist with in the PHC?

Certain PHC features will be inaccessible to agents to keep policyholder data private and secure. Agents will not have access to billing details, nor will they be able to pay bills on their customers' behalf. Additionally, agents won't be able to set up precision connections in the PHC for their customers. However, they can assist with these connections once they've been set up by the customer.

Questions

If you have other questions about how the Agent Access Feature works, please contact the FMH Help Desk at helpdesk@fmh.com.