

FMH + FIELDVIEW CONNECTIVITY FAQs

The new FMH + FieldView connectivity allows for a more automated reporting process, which means fewer touchpoints for the farmers, agents, and FMH. The following FAQs address questions that may come up during each stage of the process from both the farmer and agent.



COLLECTING DATA IN FIELDVIEW

Is it free to use FieldView for FMH crop insurance?

Precision Solutions is FMH's free and exclusive process of using electronic data collected in Farm Management Software to report operations. There are benefits to using precision records throughout the year, including faster claims processing and simplified APH reviews. Feel free to contact FMH's precision team to learn more.

The farmer has an Ag Leader monitor. Can he/she use it to send data through FieldView?

Yes, FieldView can import raw data from an AgLeader monitor. The list of compatible monitors can be found on Climate FieldView's support webpage at www.climate.com/support under the compatibility section.

Which FieldView platforms can print planting and harvest maps for claims?

FieldView's Cab App can provide the necessary planting and harvest maps for claims. The adjuster will ask the farmer to print the plant and harvest maps from their FieldView software before adjusting the loss.

My policyholder currently doesn't have FieldView but is interested in getting started. How can I help them get started with FieldView?

A great resource is Climate's FieldView dealer locator <https://www.climate-locator.com/dealers>. Once they have a FieldView account, they can connect to their account in the FMH Policyholder Center.

SETTING UP A POLICYHOLDER CENTER ACCOUNT

How can I find out how many of my policyholders have created an FMH Policyholder Center account?

The Policyholder Center User Report in the FMH Agent Center can be run by the agent to show which policyholders have accounts. In FMHA, go to Agency Management > Agency Reports > Policyholder Center Usage Report. It will generate as an Excel file.

Why do FMH policyholders need a Policyholder Center account?

Insureds typically have the best visibility as to when their data is ready to be sent for reporting. The Policyholder Center is an easy-to-use resource for insureds to access their policy provisions, pay their bills online, locate adjuster contact information, and now securely transmit their Climate FieldView data directly to your agency for Precision Solutions reporting. Your agency will be notified via email once your producer sends any information through the Policyholder Center.

What if a policyholder has different policies with different agents?

If the policyholder has policies across multiple agencies, they can connect all their policies to their Policyholder Center account via their SSN. The policyholder will need to select the entities they wish to submit data to. The system will default to submitting data to all agencies that are connected to the insured's Policyholder Center account.

My policyholder is having issues setting up their Policyholder Center account or connecting to their FieldView account. Who should they contact?

Contact FMH Help Desk at 800-532-1581 or helpdesk@fmh.com with any issues within the FMH Policyholder Center.

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SUBMITTING FIELDVIEW DATA IN THE POLICYHOLDER CENTER

Is there a way the farmer can filter for just one crop when sending data?

When the farmer sends data to his/her agent, it will send data for all crops for the year selected. FMH's data manager allows agents to filter by crop when importing the information into an entity map.

What data is shared with FMH and how secure is it?

FMH receives only the data necessary for crop insurance reporting purposes and follows RMA's regulations for data security.

The farmer has fields from another FieldView account that are shared with their own FieldView account. If they send data to FMH, will it send data from both accounts?

Only the data in the FieldView account connected directly to the Policyholder Center will be sent to FMH.

What is the process of splitting irrigated ground with the FMH + FieldView connection?

Today, we will need the pivot boundary prescriptions in .shp format. We will put them in FMHA in the farm/field layer and use the split field function to split the acreages. FMH and Climate are working on a solution to separate irrigated and non-irrigated data through our connection. If you have any questions about this process, please contact your PTS.

As an agent, am I allowed to submit data on my policyholder's behalf through their Policyholder Center account?

The FMH + FieldView connection allows policyholders to request their data within the Policyholder Center when they're ready to report their operation, creating fewer touch points and a more seamless connection with the data.

PROCESSING DATA IN FMHA MAPPING

Do FMH agents need to have a FieldView account to be able to receive data from a farmer?

No, agents don't need a FieldView account because the producer will submit their data from their own FieldView account through the Policyholder Center directly to FMHA. In FMHA, the agent can access this data in the FMHA Data Manager, where the agent then chooses the data file and imports to producer(s) maps.

How quickly will the data be ready for the agent to process in FMHA?

Once the farmer submits their data in the Policyholder Center, it will be available immediately within FMHA for the agent to access. Due to the nature of electronically reporting data for insurance, the agent should ensure their policyholder understands all reporting deadlines.

What notification will an agent receive when the policyholder submits their data in the Policyholder Center?

Every policy in FMHA is associated with an agency code. Each agency code has a primary email address on file. This email address will receive a notification email once the farmer's data is available in FMHA. If you have questions about what email address is listed for your agency code, please contact the FMH Help Desk at 800-532-1581 or helpdesk@fmh.com.

How do I process FieldView data if it belongs to multiple entities at FMH?

The FMH Data Manager allows agents to assign data for each entity so it is assigned properly for each policy. If you have questions about how to do this, please contact the FMH Help Desk or your PTS.

I have downloaded all the farmer's field data but not all the fields are showing in the FMH map. What happened?

If data is not in the FMH map but is in FieldView, make sure it wasn't manually created in FieldView. If it wasn't manually created, ask the farmer to resubmit their data in the Policyholder Center to FMH and contact a PTS or ACR Specialist if the issue continues.

If I have issues receiving data from a farmer in FMHA, should I call Climate or FMH for support?

FMH offers in-house support for both the Policyholder Center and FMHA. If you or the farmer are experiencing issues with either system, please contact FMH Help Desk at 800-532-1581 or helpdesk@fmh.com.

If you or the farmer feel the issue is with their FieldView account or software, please contact Climate at 888-924-7475 or support@climate.com.