

## What can customers do online?

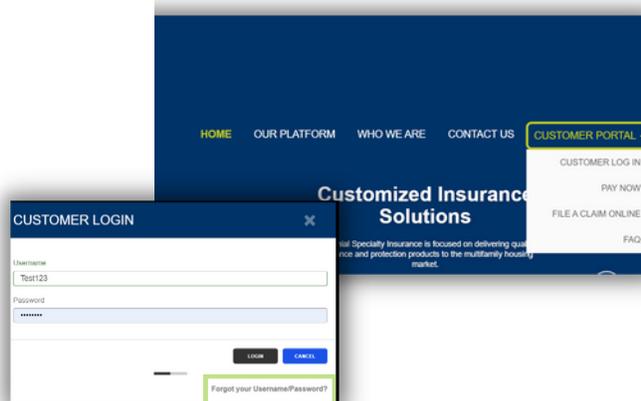
- Log in to [www.msimga.com](http://www.msimga.com)
- Change or reset their self-service password
- View and print policy documents, including installment schedule
- Update payment method and make payments
- Submit a claim

Click "Customer Portal" and then click "Customer Login" to enter the Username and Password provided in the email sent by customerservice@msimga.com

## MSI self-service homepage

For the customer to have access, click "Customer Log In".

The customer can reset their password by clicking "Forgot your Username/Password" and providing the email associated with the policy.

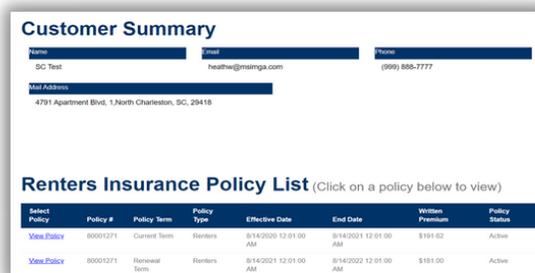


## Customer Summary

They can select which policy they would like to view by clicking on it.

**NOTE:** They must select the correct term.

(THIS IS WHAT THE INSURED SEES WHEN THEY LOG IN)



## Policy Summary

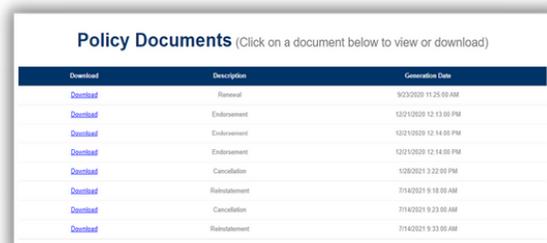
Once the insured selects a policy, it will bring them to the Policy Summary page.

Everything is displayed on one page, but there are links to jump to certain parts of the page.



## Policy Documents

The insured can download and print policy documents from here. They will automatically download as a PDF.



## Billing History

This will show the past payments and any future installments.

**Policy Premium and Payment Information**

Total Premium	Outstanding Balance	Remaining Balance
\$181.00	\$0.00	\$181.00

Payment Method: Bank Account: 1xxx03123

**Policy Billing History and Schedule** [Go to current billing schedule](#)

Date	Amount	Transaction	Method	Status
7/14/2021 9:23:00 AM	\$10.00	OneTimePayment	ACH	Approved
7/17/2021 1:03:00 AM	\$33.32	Installment	ACH	Approved
10/17/2021 12:01:00 AM	\$42.25	Installment	ACH	Scheduled
			ACH	Scheduled
4/17/2022 12:01:00 AM	\$42.25	Installment	ACH	Scheduled

## Billing Options

### Make One Time Payment

There will always be four (4) options when making a payment from the self-service site.

If they are making the first payment on their renewal, they will also have the option to pay the renewal down payment.

While making a payment, they can choose from any payment method on file from here.

**Make One Time Payment**

Policy Number: 80001271    Written Premium: \$181.00    Billing Name: test test

Selected Payment Method: 2881482: test test ACH 123 main st thousand oaks, CA 91380

Payment Method: ACH    Billing Number: 1xxx03123    Account Number: 1xxx03123

- Pay remaining balance: \$181.00
- Pay your renewal down payment: \$62.25
- Pay next installment: \$42.25
- Pay next 2 installments: \$84.50
- Pay next 3 installments: \$126.75

CONFIRM    CANCEL

### Adding or Changing a Payment Method

Adding a Credit Card or ACH is very similar.

When they add a new payment method, they can choose to make it the "Active Payment Method" or only a one time payment.

**Credit Card Setup**

Name on Card: \_\_\_\_\_    Credit Card Number: \_\_\_\_\_

Card Holder Name: \_\_\_\_\_    Security Code: \_\_\_\_\_

Expiration Date: MM / YY    Billing Address: \_\_\_\_\_

City: \_\_\_\_\_    State: \_\_\_\_\_    ZipCode: \_\_\_\_\_

Make active payment method

Do Not make active payment method

CONFIRM    CANCEL

**ACH Customer Setup**

Bank Account Holder First Name: \_\_\_\_\_    Bank Account Holder Last Name: \_\_\_\_\_

Routing Number: \_\_\_\_\_    Account Number: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City: \_\_\_\_\_    State: \_\_\_\_\_    ZipCode: \_\_\_\_\_

Make active payment method

Do Not make active payment method

ADD    CANCEL

**Change Recurring Payment Method**

Selected	ID	Payee	Method	Card Type	Last 4 Digits	Expiration Date	Billing Address
<input type="radio"/>	2881481	SC Test 1	ACH				4791 Apartment Blvd, 9105 North Charleston, SC 29405
<input checked="" type="radio"/>	2881482	test test	ACH				123 main st thousand oaks, CA 91380
<input type="radio"/>	2881483	test test	ACH				123 main st thousand oaks, CA 91380

## FAQS

The insured can find FAQs in the customer portal.

They can click on the drop-down arrows to view questions.

If at any time the customer needs further assistance, please have them call our customer service team at 844.994.4601

HOME    OUR PLATFORM    WHO WE ARE    CONTACT US    CUSTOMER PORTAL

Customer Portal Menu:

- CUSTOMER LOG OUT
- CHANGE PASSWORD
- CUSTOMER SUMMARY
- POLICY CHANGE REQUEST
- FILE A CLAIM ONLINE
- FAQ

Main Content: Millennial Specialty Insurance - Frequently Asked Questions

Jump to: Policy Summary | Policy Premium/Payment | Policy Billing | Policy Documents

General - [dropdown arrow]

Billing - [dropdown arrow]

Claims - [dropdown arrow]