



Dear Valued Customer,

We are excited to announce we have launched a web-based portal for Independent Adjusters. You will now be able to submit and manage all of your claims with Hancock in one easy-to-use online platform that offers:

- **Efficient Claims Management** – dashboard view of all claims.
- **Convenient Deliverable Management** - all important deliverables in one location including inspection reports, complete photosets, diagrams, Hover ESX & XML files, original JPEGs, and all deliverables combined in one PDF.
- **Live Claim Status & Tracking**
- **Online Scheduling**
- **Payment & Accounting Simplified**

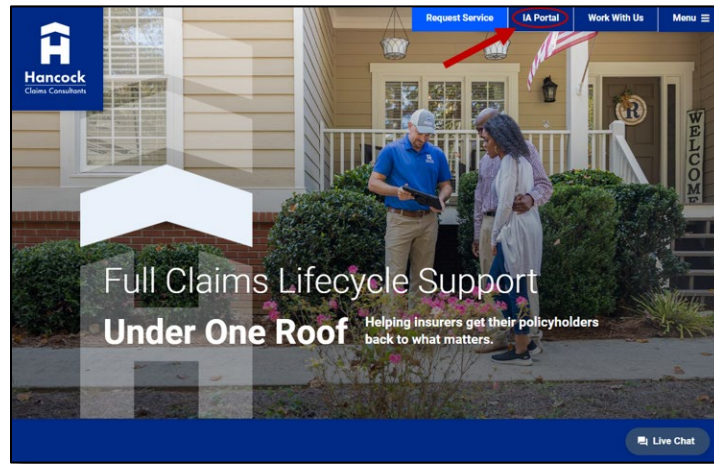
With the introduction of our new IA Portal, Hancock will now require you to provide, and it will securely save, your preferred digital payment method in your portal profile at the time you place an order for services. Billing and payment method options will NOT change. Hancock will NOT charge the credit card on file for services rendered unless they have not been paid in full within fifteen (15) days after the due date reflected on the applicable invoice.

**We will no longer accept claim submissions from IAs over the phone or through email. Claims will need to be submitted through the portal.**

When the carrier owner of the claim file is responsible for processing the invoice, the workflow you are accustomed to will not change. When submitting a claim, select the appropriate carrier and you will not be required to log into your IA Portal profile.

**How to Access the IA Portal:**

Go to <https://hancockclaims.com/> and click the “IA Portal” button at the top right portion of our homepage.



We are confident this new tool will save you time. If you have questions or need support, contact us at:

- **General Support Questions:** (770) 569-1669 or the chat feature on <https://hancockclaims.com/>
- **Billing Questions:** (770) 569-1669, Option 1, then Option 4, then Option 1
- **Collections Questions:** (770) 569-1669, Option 1, then Option 4, then Option 2

Respectfully,  
The Hancock Claims Team



## Hancock Claims Consultants IA Portal

### Frequently Asked Questions – Independent Adjusters

#### **Why is Hancock requiring Independent Adjusters to use the new IA Portal to submit claims?**

Hancock created the IA portal to provide Independent Adjusters with a more efficient and convenient way to submit and manage claims. In addition, because the portal requires authentication, it provides greater security for claim submissions and payment information.

#### **When will the new portal go live?**

The new portal will go live on November 3rd. When the portal launches, we will no longer accept claim submissions from IAs over the phone or through email. Claims will need to be submitted through the portal.

#### **Will my credit card be charged by Hancock Claims Consultants?**

Billing and payment method options will NOT change. Hancock will NOT charge the credit card on file for services rendered unless they have not been paid in full within fifteen (15) days after the due date reflected on the applicable invoice.

#### **How do I know that my credit card information is secure?**

Your credit card information is encrypted and stored with our credit card processor. Hancock does not have access to this information.

#### **Will I have to do this every time I need to submit a claim?**

No. Once you have created your profile and submitted your credit card information, you will not need to re-enter this information. Instead, you will only need to log into the portal using the credentials you created when you registered.

#### **How do I access the new IA portal?**

Simply go <https://hancockclaims.com/> and click on “IA Portal” in the menu in the upper right corner. The portal will require multifactor authentication, so be sure to have your cell phone and email nearby to receive the required verification messages.

#### **How will I know my new claim was accepted?**

Upon submission of your claim, you will receive a confirmation email from Hancock.

#### **Who can I call for additional assistance?**

If you have questions or need support, contact us at:

- General Support Questions: (770) 569-1669 or the chat feature on <https://hancockclaims.com/>
- Billing Questions: (770) 800-6582, Option 1, then Option 4, then Option 1
- Collections Questions: (770) 800-6582, Option 1, then Option 4, then Option 2