

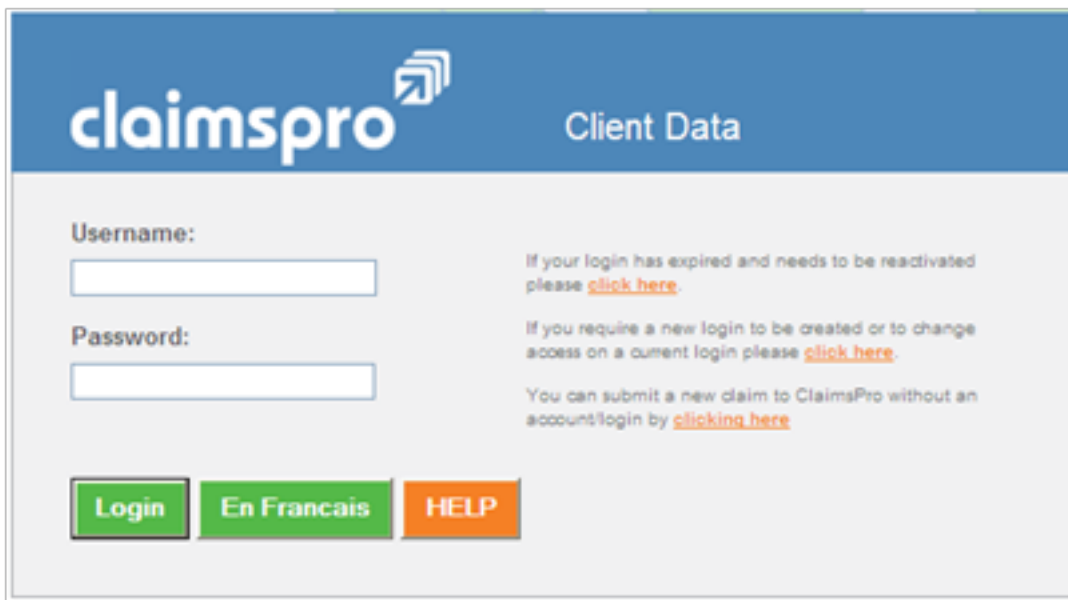
CLIENT ACCESS TUTORIAL

ClaimsPro's Client Access system is a versatile and powerful way to review and manage claims at any time without the need to contact the adjuster on file while having complete access to all claim information in one place. To access our service, you may log into it at any time from this location:

<https://www.scm.ca/NewClientData/flogin.htm>

If you have forgotten your information, please email clientlogins@scm.ca or chad.edwards@scm.ca for reactivation and/or reset. If you require additional users to be registered, it is best to contact the Sales or Account representative directly as they can arrange for the necessary and correct claims access for each examiner.

You should see a screen similar to below:



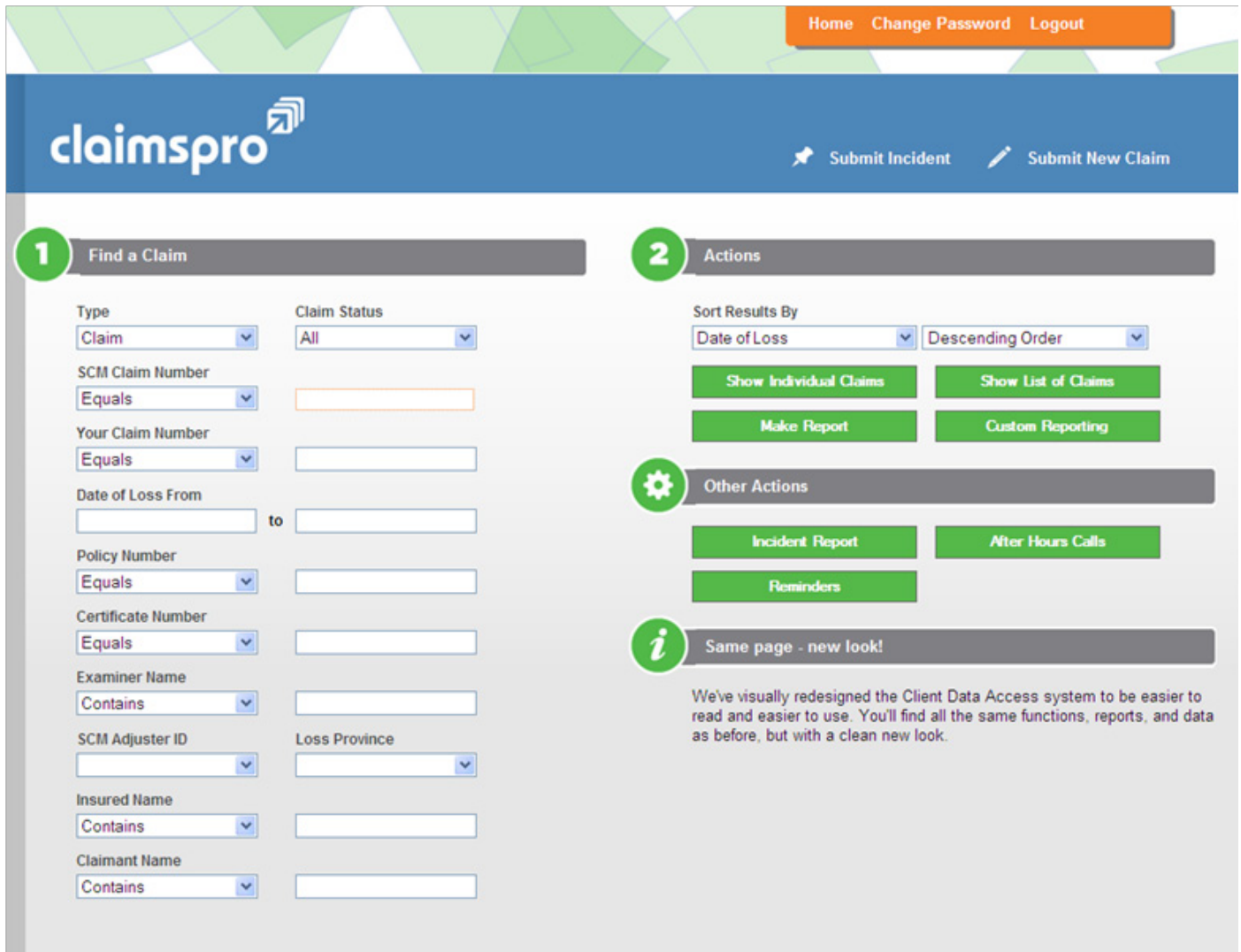
The screenshot shows the 'claimspro Client Data' login interface. It features a blue header with the 'claimspro' logo and 'Client Data' text. Below the header, there are two input fields: 'Username:' and 'Password:'. To the right of these fields, there are three lines of text: 'If your login has expired and needs to be reactivated please [click here](#).', 'If you require a new login to be created or to change access on a current login please [click here](#).', and 'You can submit a new claim to ClaimsPro without an account/login by [clicking here](#)'. At the bottom, there are three buttons: 'Login' (green), 'En Francais' (green), and 'HELP' (orange).

Please note that upon first login with a temporary password, you will be required to change it, do not use special characters such as "!, @, #, \$, %" or you will be unable to login to your account. In addition, the account must be accessed once every 90 days to avoid being deactivated. Your password is good for about 180 days before it must be changed. Unfortunately this is required for security purposes.

Please note that the features included with your access may differ based on the nature of the contract your company holds with us. As a result, features in our Client Access application may differ depending on specific requirements followed in our guidelines.

MAIN SEARCH SCREEN

Upon logging in, you will be presented with a screen like this:



The screenshot shows the 'claimspro' main search screen. At the top right, there are links for 'Home', 'Change Password', and 'Logout'. Below this, the 'claimspro' logo is on the left, and 'Submit Incident' and 'Submit New Claim' buttons are on the right. The main content area is divided into two sections: '1 Find a Claim' and '2 Actions'.

1 Find a Claim

Type: Claim Status:

SCM Claim Number: Your Claim Number:

Date of Loss From: to:

Policy Number: Certificate Number:

Examiner Name: SCM Adjuster ID: Loss Province:

Insured Name: Claimant Name:

2 Actions

Sort Results By:

Other Actions

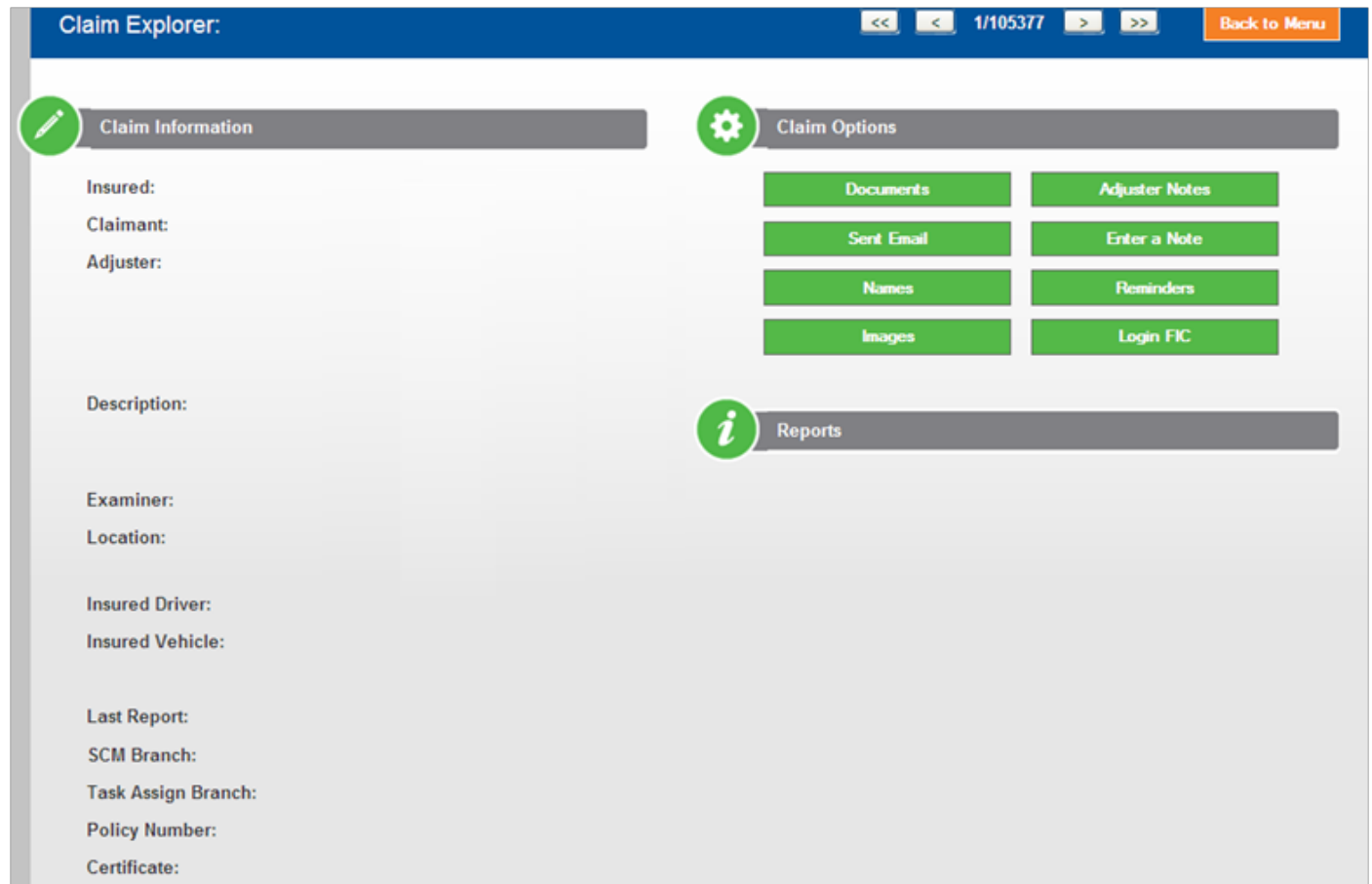
i Same page - new look!

We've visually redesigned the Client Data Access system to be easier to read and easier to use. You'll find all the same functions, reports, and data as before, but with a clean new look.

This is the home screen from which you may access our system. You are able to search for claims based on the [SCM Claim Number](#) provided to you by the adjuster or claims unit, as well as [your claim number](#), if one was provided to us when we setup your file. Additionally, you may search for all claims during a period of time, by policy and certificate, specific examiner or adjuster, insured, claimant and/or region. Please pay particular note to the [Claim Status](#) menu at the top right of the search when looking for a series of records, as you may wish to search by all claims, open claims or only closed claims. Furthermore, you can refine your search for particular criteria using the drop down menus by selecting [Equals](#), [Contains](#), [Starts With](#), [Ends With](#), and [Does Not Equal](#).

Finally, you may select "[Show Individual Claims](#)" upon entering your criteria, to review a claims summary one claim at a time or you may select "[Show List of Claims](#)" to display a brief overview of each claim which matches your criteria. You can then review specific claims individually from that screen.

CLAIMS SCREEN



The screenshot shows the 'Claim Explorer' interface. At the top, there's a blue header bar with navigation buttons (left arrow, right arrow, double left arrow, double right arrow) and a 'Back to Menu' button. Below the header, the interface is divided into two main sections. On the left, under the 'Claim Information' tab (marked with a pencil icon), there are fields for 'Insured:', 'Claimant:', 'Adjuster:', 'Description:', 'Examiner:', 'Location:', 'Insured Driver:', 'Insured Vehicle:', 'Last Report:', 'SCM Branch:', 'Task Assign Branch:', 'Policy Number:', and 'Certificate:'. On the right, under the 'Claim Options' tab (marked with a gear icon), there are eight green buttons arranged in a 4x2 grid: 'Documents', 'Adjuster Notes', 'Sent Email', 'Enter a Note', 'Names', 'Reminders', 'Images', and 'Login FIC'. Below the 'Claim Options' section, there is a 'Reports' section (marked with an 'i' icon).

This is the screen you will see when reviewing a particular file. On the left side is a full summary of the claims information. On the top right, you may review our [Documents](#), [Adjuster Notes](#), [Sent E-Mail](#), [Enter a Note](#), review [Names](#), [Add Reminders](#), view [Images](#) or login to your [Forensic](#) file, if you've requested FIC services. See below for further information.

Documents: This button provides access to adjuster reports, letters, statements, and all documentation that has been prepared and filed relevant to the claim process. Under standard client access, you may only read, print and review documentation filed.

Adjuster Notes: This tab provides access to any internal notes the adjuster or examiner have made in reference to the claim, these notes are available only for the adjuster, examiner and auditor's internal purposes.

Sent E-Mail: This is a record of any emails sent through iAdjust to the examiner and any parties involved.

Enter a Note: This allows you to enter an internal note for yourself and the assigned adjuster in iAdjust.

- Names:** This screen provides a listing of all Insured's and Third Parties attached to the claim.
- Reminders:** This will allow you to specify dates and information for automatic reminders to be emailed to yourself or the adjuster. Once the date supplied has arrived, an email will be sent out containing the full body of the note you write in the reminder.
- Images:** This allows you to see every image uploaded or attached to the claim by the adjuster or Claims Unit.
- Login FIC:** Grants automatic access to any Forensic files you've opened which are associated to this claim, thus simplifying your claims management experience.

CLAIMS INFORMATION

This section contains a simple summary of the claim including loss details, deductible, adjusting fees, date of last report, relevant third parties and insured as well as claimant.

LOSS PAYMENTS AND RESERVES

If reserves have been entered onto the claim, or loss payments have been issued, a summary is included in this section which may also be summarized and printed for file purposes.

If you have further questions about the above features, or other service options in the ClaimsPro Client Access System, please feel free to contact your Sales Representative or Account Manager. For technical questions or concerns such as access issues or difficulties logging in, please email clientlogins@scm.ca.