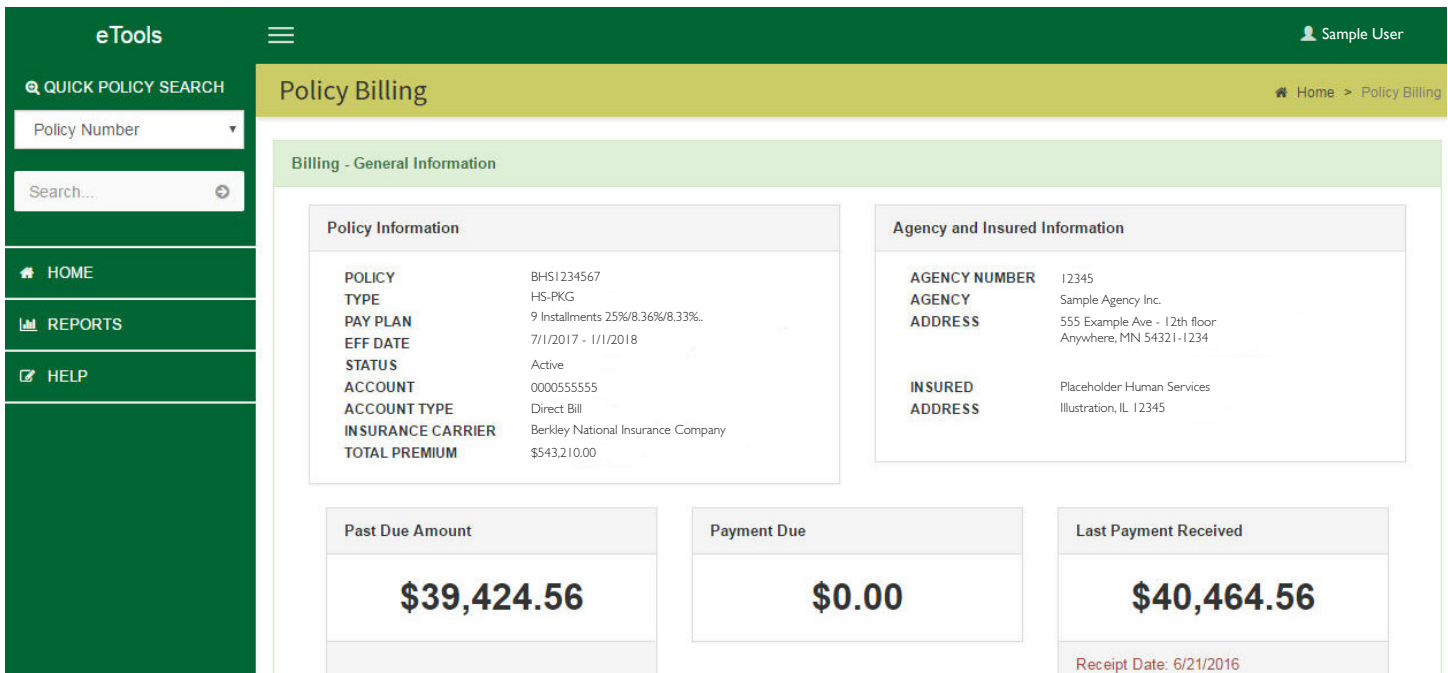


## Berkley Human Services eTools Overview

### What is Berkley Human Services eTools?

eTools is your online portal to access Berkley Human Services' information about your customers. eTools was created based on agency feedback. You asked and we listened. We understand that your time is valuable, so we made our tools secure, intuitive, and easy to use.

Here is an example of the eTools portal:



**eTools** Sample User

**Policy Billing** Home > Policy Billing

**Billing - General Information**

Policy Information		Agency and Insured Information	
POLICY	BHS1234567	AGENCY NUMBER	12345
TYPE	HS-PKG	AGENCY	Sample Agency Inc.
PAY PLAN	9 Installments 25%/8.36%/8.33%..	ADDRESS	555 Example Ave - 12th floor Anywhere, MN 54321-1234
EFF DATE	7/1/2017 - 1/1/2018	INSURED	Placeholder Human Services
STATUS	Active	ADDRESS	Illustration, IL 12345
ACCOUNT	0000555555		
ACCOUNT TYPE	Direct Bill		
INSURANCE CARRIER	Berkley National Insurance Company		
TOTAL PREMIUM	\$543,210.00		

Past Due Amount	Payment Due	Last Payment Received
<b>\$39,424.56</b>	<b>\$0.00</b>	<b>\$40,464.56</b>
		Receipt Date: 6/21/2016

### Why use eTools?

- View detailed billing information, including payment plans, payment history and download direct billing statements
- Access to claims activity, history and downloadable copies of all in force and former policies
- Generate loss run reports
- Search by policyholder and view policy information specific to that account
- Agencies enrolled in eTools have the ability to grant key insureds access to their account information

### Sign-up, Sign-on, Get Started

- Sign-up is easy! To get started, send your request to [support@berkleyhumanservices.com](mailto:support@berkleyhumanservices.com) to begin the registration process.
- You are in control of your users; you decide who at your agency is granted access with three distinct account types, Administrator, Agent, and Insured
- Administrators are able to create and manage user accounts for agents and select insureds
- Dedicated email support is available at [support@berkleyhumanservices.com](mailto:support@berkleyhumanservices.com)
- Dedicated phone support is available at (855) 894-0002
- eTools orientation is available upon request

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