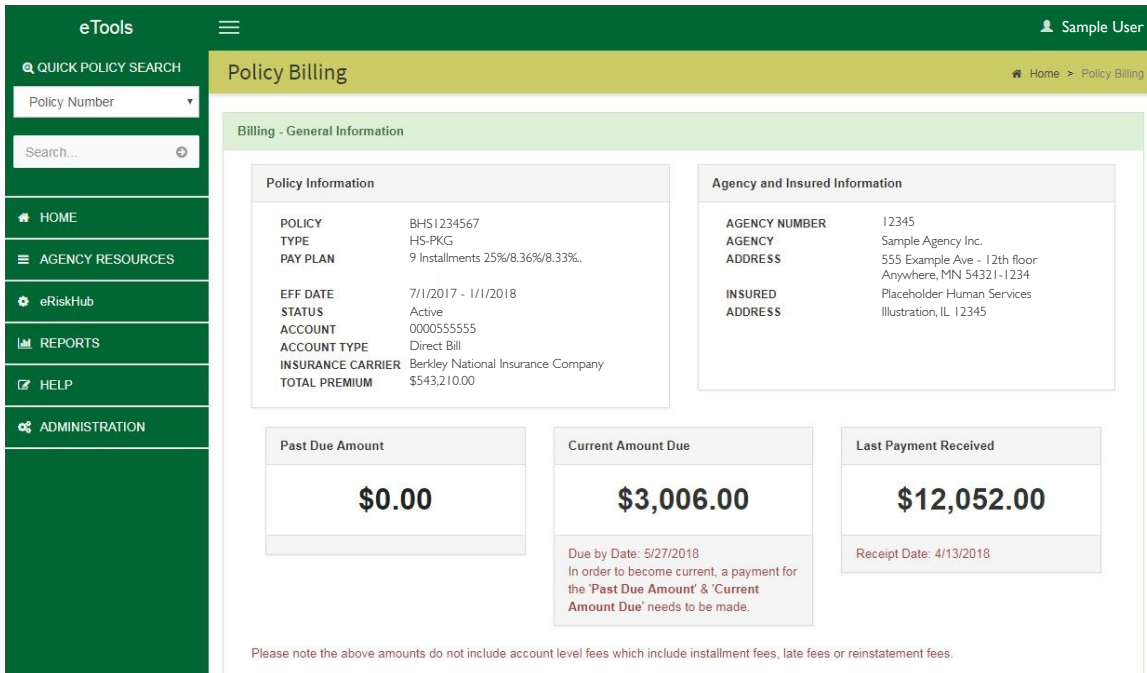


Berkley Human Services eTools Overview

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:



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	Current Amount Due	Last Payment Received
\$0.00	\$3,006.00	\$12,052.00
	Due by Date: 5/27/2018 In order to become current, a payment for the 'Past Due Amount' & 'Current Amount Due' needs to be made.	Receipt Date: 4/13/2018

Please note the above amounts do not include account level fees which include installment fees, late fees or reinstatement fees.

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
- Agents can generate, download, and print Loss Run reports
- Search by account number, account name, claim number, policy number, and view policy information specific to that account
- Agency Resources - Claims, Marketing, News & Announcements, Underwriting, and Risk Control resources available to download and print
- Access to the eRiskHub® portal where agents have a go-to resource for all things cyber, helping their policyholders shore up their defenses and respond effectively to data breaches, network attacks and other cyber events
- 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 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
- Dedicated phone support is available at (855) 894-0002
- eTools orientation is available upon request

Products and services are provided by one or more insurance company subsidiaries of W. R. Berkley Corporation. Not all products and services are available in every jurisdiction, and the precise coverage afforded by any insurer is subject to the actual terms and conditions of the policies as issued.