


Policyholder Inquiry Self-Service
User Guide

Policyholders will need three pieces of information to create an online inquiry account; your policy number, an online access number and your mailing address zip code. The "Online Access #" is found at the top of the Declarations page and directly under the Agent Code on the invoice statement. Contact us or your agent if you have difficulty locating the online access number.

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THE CONCORD GROUP INSURANCE COMPANIES
Concord General Mutual Insurance Company, 4 Bouton Street, Concord, NH 03301-5006

ANNIVERSARY RENEWAL DECLARATIONS

Refer billing, policy or coverage questions to:	Named Insured and Address:	Online Access #:
Pepperell 3 Hollis St Pepperell, MA 01463 (718) 555-5555	Amy Accident-Test 504 South St Bow, NH 03304-3411	1009288 - 4 28-002

THIS IS NOT A BILL. Your bill will be sent separately.

This Anniversary Renewal Declarations reflects your renewal coverages, rating information and premiums. Any changes in your rating information, such as driving record history, driver's age or credits, are reflected herein.

PERSONAL AUTOMOBILE EFT NOTICE

Billed On: 05/16/2010
Due By: 06/05/2010
Policy Number: 1013561-9
Agent Code: 28-013
Online Access #: 0028944

REFER BILLING AND POLICY QUESTIONS TO YOUR AGENT
(656) 659-5421

MAIL TO:
Cheryl Smoke

The policyholder portal is located at www.concordgroupinsurance.com. Simply click on the appropriate link (See My Policy/Bill) which will open a secure session in the policyholder portal.

Registering to use the site is easy. Click "Register" and follow the prompts.

Concord Group Insurance

Register
Log On
Pay Bill

Register

Enter Policy Information Create User Name and Password

** Denotes required fields.*

Note: If your policy number begins with a letter, it is not available for online access at this time.

* Policy Number
Enter your policy number without the dash and final digit.

* Access Number
Enter the Access Number provided on your policy documentation.

* Zip Code
Enter the 5-digit Mailing Zip Code for your policy.

[Click here](#) if you need help locating this information.

Next

Enter the requested information:

Concord Group Insurance

Register
Log On
Pay Bill

Register

Enter Policy Information Create User Name and Password

** Denotes required fields.*

* First Name

* Last Name

* Email Address (Login Id)
Your Email Address will be your User ID. Ex: Yourname@provider.com.

* Password
Passwords are required to be a minimum of 6 characters in length. Passwords are case-sensitive

* Confirm password

Security Question

* Security Answer
Security Answer is not case-sensitive.

Register

We will send an activation link to the email address used for registration:

Concord Group Insurance



Welcome to Concord Group Insurance!

Thank you for registering to use Concord Group Online.

You are almost done! Please click [HERE](#) to activate your account.

If the above link didn't work copy and paste this URL into your Browser:
<https://www.cgimportal.com/selfservice/Account/VerifyEmail?rid=5b1d189d-f53d-47d5-93d1-75e182c7c52f>

Need technical assistance?

Contact the Concord Group
Insurance Help Desk at

[Concord Group Insurance](#)

Sign into the site using the registered email address and password:

Concord Group Insurance

[Register](#)
[Log On](#)
[Pay Bill](#)

Log On

Your account is successfully validated.

Please enter your username and password. [Register](#) if you do not have an account.

** Denotes required fields.*

* Email Address

* Password

[Sign In](#)

Forgot [Password](#) ?

The policy used for registration will display. The example below shows a typical policyholder with multiple policies. Adding another policy to the view is easy by clicking “Add Policy” and following the prompts.

Concord Group Insurance

Welcome john !

Log Off

Your Policies
 NH Automobile 1009288
 Get ID Card
 Pay This Bill
 NH Homeowner 1014429
 Pay This Bill

Documents

Add Policy
 Manage Account
 Email Your Agent

Documents

Filter By: [All](#) [Home](#) [Auto](#)

Document ↕	PolicyNumber ↕	Date ↕
Homeowner Policy - Invoice Due: 6/14/2010 Available Until: 8/13/2011	1014429	6/25/2010
Homeowner Policy - New Business Available Until: 8/13/2011	1014429	6/14/2010
Automobile Policy - ID Card Effective: 8/7/2010 Available Until: 8/9/2011	1009288	6/10/2010
Automobile Policy - Renewal Effective: 8/7/2010 Available Until: 8/9/2011	1009288	6/10/2010

Remember that each policy you add has a unique access number associated to it. Just follow the prompts as outlined below.

Concord Group Insurance

Welcome john !

Log Off

Your Policies
 NH Automobile 1009288
 Get ID Card
 Pay This Bill
 NH Homeowner 1014429
 Pay This Bill

Documents

Add Policy

Manage Account
 Email Your Agent

Add Policy

** Denotes required fields.*

Note: If your policy number begins with a letter, it is not available for online access at this time.

* Policy Number

Enter your policy number without the dash and final digit.

* Access Number

Enter the Access Number provided on your policy documentation.

* Zip Code

Enter the 5-digit Mailing Zip Code for your policy.

[Click here](#) if you need help locating this information.

Add Policy

Functions available within the secure policyholder inquiry portal include:

- Policy Declaration retrieval, download, printing
- Invoice retrieval, download, payment processing
- Automobile Identification Card retrieval, download, printing
- Add other in-force policies to your account
- Send your agent an email
- Manage your account information for online access

Don't know your online access number? Have your policy number ready and:

- Contact your independent agent
- Call Concord Group's Customer Service Department
- Email us at concordgroupsales@concordgroupins.com