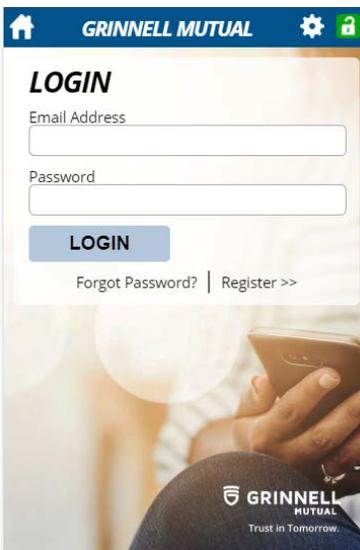




MANAGE MY ACCOUNT (MMA)

We are where you are. With Manage My Account mobile you can pay your bill, view and download ID cards, declaration pages, and invoices; report and review claims information; and contact your agent. It's simple to set up and use!



PREPARE

To get started, you'll need your account number, so have one of these three documents on hand: your declarations page (the front page of your policy), your invoice, or your auto ID card.

SAVE OUR LINK

Open m.grinnellmutual.com on your mobile device and save this link on your device's home screen. Just follow the instructions on the introduction screen of MMA mobile for your device's operating system.

MANAGE MY ACCOUNT

To manage your account, tap "Manage Account" from the MMA mobile home screen.

View accounts

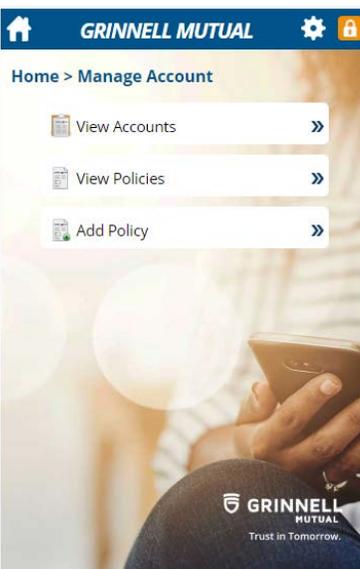
The View Accounts button displays account information like your minimum amount due, unpaid balance, due date, last payment details, and billing invoices.

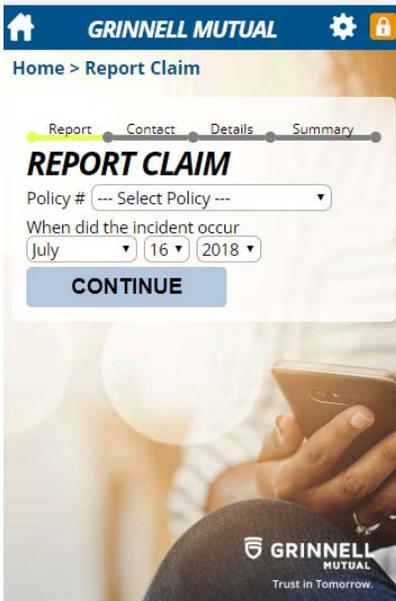
View policies

The View Policies button displays information about your policies in the current term or future term, including your policy number, policy type, status of your policy, declaration pages, notices, and claims history reports.

Add policy

The Add Policy button allows you to add additional policies to your online user account. Enter the policy number, agency code, ZIP code, and then tap 'Add.'





REPORT CLAIMS

With MMA, you can report a claim in five steps:

1. Tap the “Report Claim” button on the MMA home screen.
2. When the Report Claim screen displays, choose your policy number from the dropdown, enter your date of loss, and tap “Continue.”
3. Enter your contact information, choose a preferred method of contact, and tap “Continue.”
4. Enter the details of the loss. This could include the vehicle or property involved, where the incident happened, and any damages or injuries. Next add any photos of the loss as attachments, and tap “Continue.”
5. Verify the information on the Claim Summary screen and tap “Submit.”



VIEW CLAIMS

To view your claims, tap “View Claims” from the MMA home screen. Next, choose a policy number from the dropdown menu. From here you can see your claims information for that policy, call or email your adjuster, read the claims description, and see the status of your claim.

CONTACT OR SEARCH FOR AN AGENT

You do not need to be logged into MMA to contact or search for an agent. From the MMA home screen, tap the search icon next to “Contact Agent.” When the Search for Agents screen displays, enter a ZIP code and tap “Search.” It will display all agents within a 25-mile radius of the ZIP code you entered.

You can call or email an agent, view the agent’s website, and locate the agency on a map. **Note: If you want to view only your own agent, you must be logged in.**

EDIT ACCOUNT SETTINGS

To edit your MMA settings, tap on the gear icon in the upper right corner of the home screen. You can add a policy, change your password, update your email address, or edit your security question.

QUESTIONS?

Contact Grinnell Mutual Customer Service at 800-362-2041, or email uwcsr@grinnellmutual.com if you need help with setting up your account.



Trust in Tomorrow.®

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