

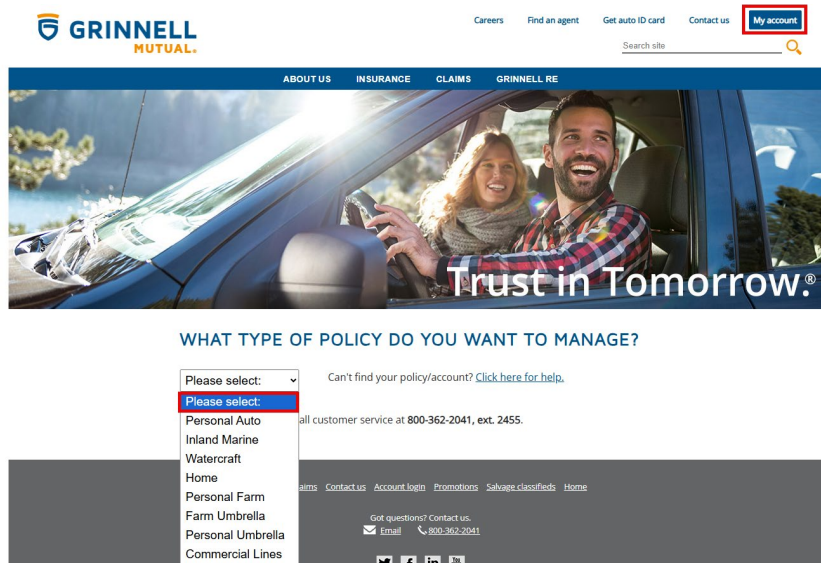
MANAGING YOUR GRINNELL MUTUAL ACCOUNTS ONLINE

For all Policy Types *Except* Personal Umbrella

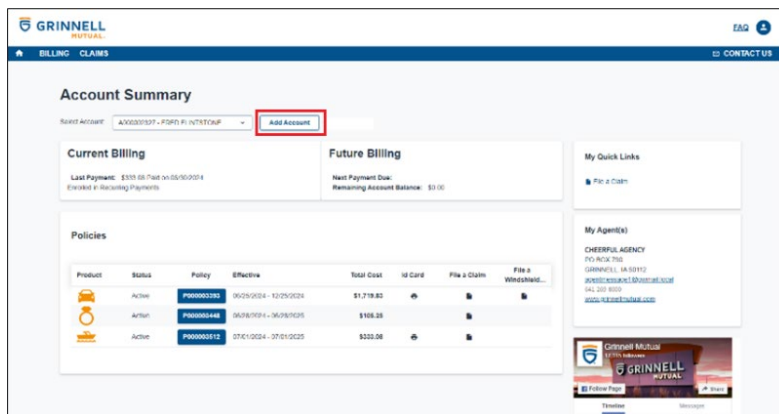
If you have a Personal Auto, Inland Marine, Watercraft, Home, Personal Farm, Farm Umbrella and/or any Commercial policy, you can manage it online. An online account lets you pay invoices, access policy documents, and file claims all in one place.

If you haven't registered for an online account, it's simple.

1. From grinnellmutual.com, click on 'My account.'
2. Select what type of policy you need to manage then click 'Continue.'
3. Click on the "Need to register?" or "Register" button on the login screen that appears.



NOTE: If you have more than one account with Grinnell Mutual (e.g. an account for your Personal Auto and Personal Inland Marine policies, and a different account for your Watercraft policy) you can easily link them by clicking on 'Add Account' so you can manage all your policies from one login. You'll need the account number of the one you want to add.



MANAGING YOUR GRINNELL MUTUAL ACCOUNTS ONLINE

Personal Umbrella Policies

Starting in March 2026 and going through March 2027, Personal Umbrella policies **with an effective date before Oct. 1, 2025**, will be moved from their current online management platform (Manage My Account; account numbers begin with a numeral) to a new platform (CustomerEngage; account numbers begin with an 'A') on their **renewal date**. **NOTE: This change does not affect Farm Umbrella policies.**

Personal Umbrella policies with an effective date of **Oct. 1, 2025, or later** are managed in CustomerEngage.

NOTE: If your Umbrella policy renewal date is between **Jan. 1, 2026 and Feb. 28, 2026**, it will renew on our current platform and your account number will remain the same. It will **not** move to the new platform or be assigned a new account number until its **renewal in 2027**.

Pennsylvania customers: All personal lines policies can be accessed by choosing 'Pennsylvania.'

1. In all states except Pennsylvania: To access your account if you have a Personal Umbrella policy with an effective date **before Oct. 1, 2025**

A. BEFORE your Personal Umbrella renewal date, continue to manage the policy online as you have been **until that renewal date** by choosing "Other states and your account starts with a number."

WHAT KIND OF POLICY DO YOU WANT TO MANAGE?

Personal Umbrella v Can't find your policy/account? Click here for help.

State?

- ☐ Pennsylvania
- ☐ Other states and your account starts with an 'A'
- ☒ Other states and your account starts with a number

B. AFTER your renewal date (between March 2026 and September 2027), your Personal Umbrella policy number will change and begin with an 'A' rather than a numeral, so choose "Other states and your account starts with an 'A'."

2. In all states except Pennsylvania: To access your account if you have a Personal Umbrella policy with an effective date of **Oct. 1, 2025 or after**

Choose "Other states and your account number starts with an 'A'."

WHAT KIND OF POLICY DO YOU WANT TO MANAGE?

Personal Umbrella v Can't find your policy/account? Click here for help.

State?

- ☐ Pennsylvania
- ☒ Other states and your account starts with an 'A'
- ☐ Other states and your account starts with a number

You can find your account number on your billing statement, your payment receipt, or your Declarations page.

IF YOU NEED FURTHER HELP, PLEASE CALL CUSTOMER SERVICE AT 800-362-2041, EXT. 2455.