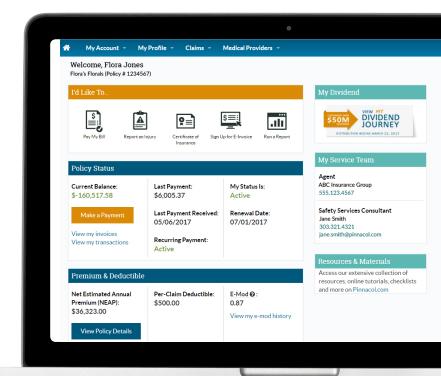
Get to Know Pinnacol's Policyholder Portal

Pinnacol Assurance's Policyholder Portal is a key part of our work toward creating a best-inclass digital experience for customers like you. Using the portal, you can:

- Submit payments online with a credit card and the option to set up recurring payments
- Report an injury online
- Access policy information and claims history anytime
- Create and manage Certificates of Insurance



This screen shows how the enhanced portal looks when you log in — this is what we call the **dashboard**. From here, you can pay your bill, run reports, review policy and claims information, and more.

Glossary of Terms

Policyholder Portal: A secure portion of Pinnacol.com you can access to view sensitive policy information and claims history, pay your bill, run reports and more.

Policyholder Portal Dashboard: The portal's main landing page.

Next Renewal Date: The date of your next policy renewal. For example, if your current policy period began 06/01/2015, your next renewal date will likely be 06/01/2016.

FEIN: Federal Tax ID Number (required for portal registration).

Pinnacol Online: The previous version of the Policyholder Portal.

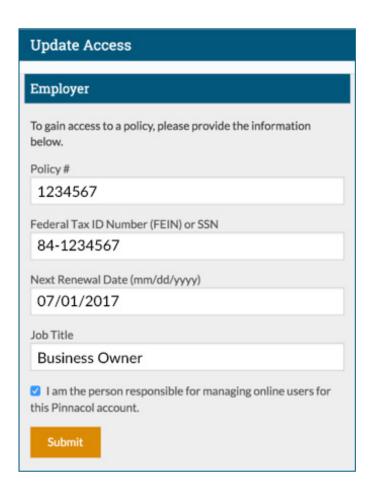
Pinnacol.com: Pinnacol's main website.

Get to Know Pinnacol's Policyholder Portal

Register Today

As part of Pinnacol's commitment to ensuring the security of your sensitive data, we are asking all new and current policyholders to register for the portal. Getting to the portal is easy.

- Go to **Pinnacol.com** and click on the **SIGN IN** button at the top right side of the screen. Follow the instructions.
- To complete your registration, you'll need to provide the following information on the registration screen:



Need Help?

Payroll Reporting

Pinnacol Assurance's enhanced payroll reporting application, found in our Policyholder Portal, is part of our ongoing commitment to provide tools to help our customers do their business with us more efficiently and conveniently.

The monthly and quarterly payroll reporting tool provides customers the ability to:

- Report payroll data and pay the resulting premium due in one seamless flow.
- Review historical payroll data.

Customers must be registered for the Policyholder Portal in order to use the new payroll reporting tool.

Notification

Customers who are registered for e-invoices or for the Policyholder Portal will receive a notification on the 1st of every month notifying them that their payroll report is ready. The email will include the date the report is due and a link to access payroll reporting in the Policyholder Portal.



A follow-up email will be sent to customers who have not submitted their payroll report by the 15th of the month. This email will also include a link to the Policyholder Portal.

Note: If no one in your organization is signed up for e-invoice, every registered Policyholder Portal user will receive payroll notification emails. To ensure only users who want to receive payroll notification emails receive them, those users must sign up for e-invoice. When those users are signed up for e-invoice, they will receive the notification emails.

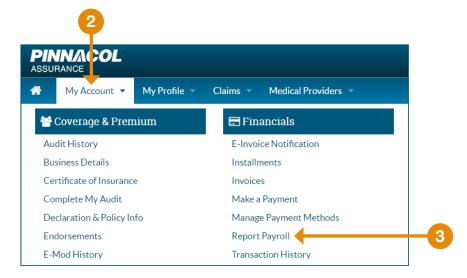
Access the Payroll Report

If you access the Policyholder Portal by clicking the link in your email notification, start on step 4.

Please note: You may be required to log in to the portal if you were not already logged in.

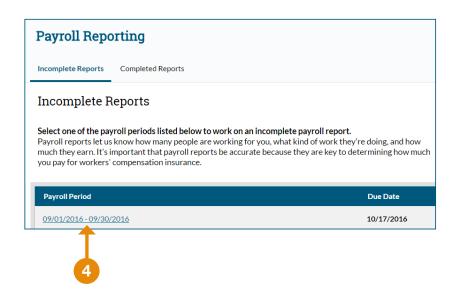
STEP 1: Log in to the portal at **policyholder.pinnacol.com**.

STEP 2: Click on the My Account drop-down menu.



STEP 3: Click on the **Report Payroll** link, which can be found under the Financials section of the **My Account** drop-down menu.

STEP 4: Click on a payroll period link to work on an incomplete report. The link can be found on the **Incomplete Reports** chart, which is on the **Payroll Reporting** page to which you were directed.

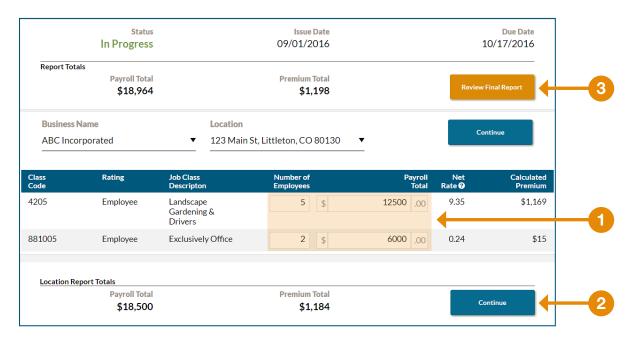


Complete the Report

STEP 1: Enter the number of employees and total payroll for each class code in the appropriate fields. The **Number of Employees** and **Payroll Total** fields can be found in the chart on the **Report Payroll** screen. The calculated premium will update as new information is added.

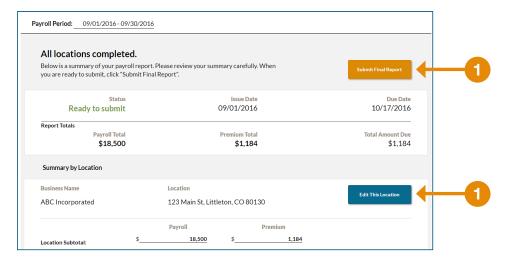
STEP 2: If your business has multiple locations, click on the Continue button. If your business has only one location, continue to step 3.

STEP 3: Click on the **Review Final Report** button.



Submit the Final Report

STEP 1: Review the summary. Click on the **Edit This Location** button to make any necessary changes. Click on the **Submit Final Report** button if all of the information is accurate. Please note: Once you click **Submit Final Report**, you cannot make any edits. Double-check to verify that all of the information is correct before submitting.

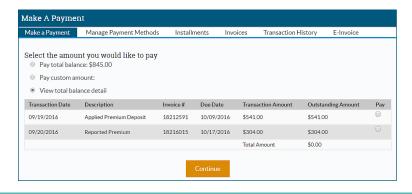


STEP 2: After the final report is submitted, you will be routed to a confirmation page summarizing the premium and confirming its due date.



STEP 3: Click on the Pay My Bill button under Recommended Actions.

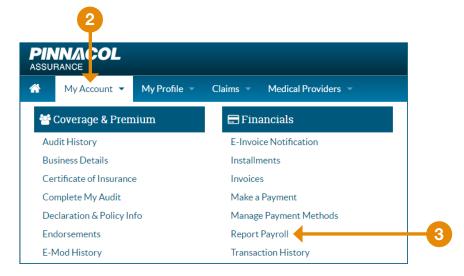
STEP 4: Select the amount you would like to pay from the **Make a Payment** screen and continue through the page until your bill has been paid.



View Payroll Reporting History

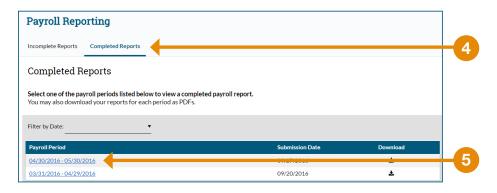
STEP 1: Log in to the portal at **policyholder.pinnacol.com**.

STEP 2: Click on the My Account drop-down menu.



STEP 3: Click on the **Report Payroll** link, which can be found under the **Financials** section of the **My Account** drop-down menu.

STEP 4: Click on the Completed Reports tab.



STEP 5: Select the Payroll Period or the Download icon for the completed report you would like to view. The PDF report will automatically download after you click the link.

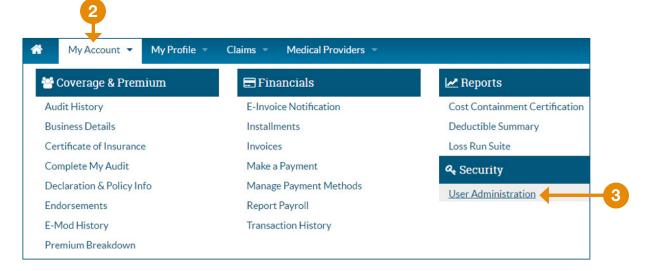
Security Administration

The enhancements to the security administration application in the Policyholder Portal were created to give customers the ability to customize each user's access to features in the portal. The ability to customize access allows additional users the convenience of the Policyholder Portal without putting the customer's confidential information at risk.

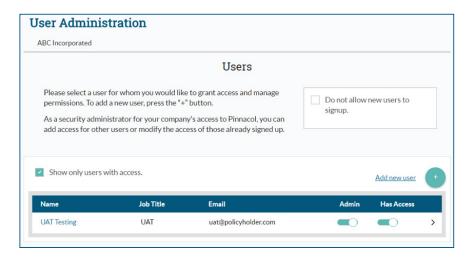
Access Security Administration

STEP 1: Log in to the portal at **policyholder.pinnacol.com**.

STEP 2: Click on the My Account drop-down menu.



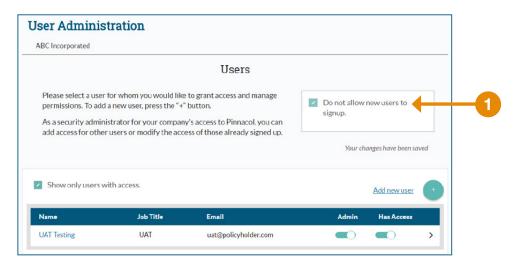
STEP 3: Click on the **User Administration** link, which can be found under the **Security** section of the **My Account** drop-down menu. The **Users** screen in the **User Administration** application allows policy administrators to view all users, add new users and prevent new user registration.



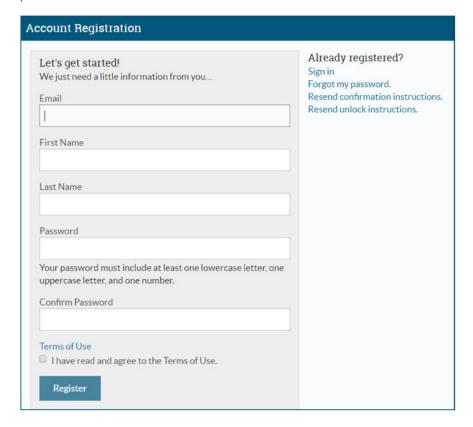
Prevent New User Registration

Please note: For security purposes, new users are automatically prohibited from registering for accounts that already have an administrator.

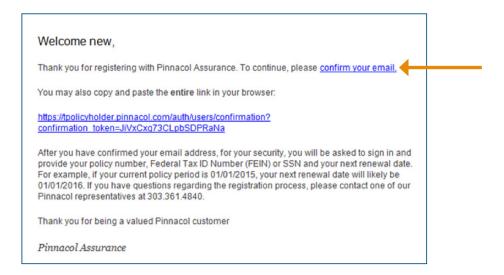
STEP 1: The **Do not allow new users to sign up** box, located on the **Users** page of the **User Administration** application, will be checked by default. If you would like to register someone else for the portal, continue to the **Add a New User** section. If a new user tries to register themselves for an account that already has a administrator, they will receive and error message, outlined in this section.



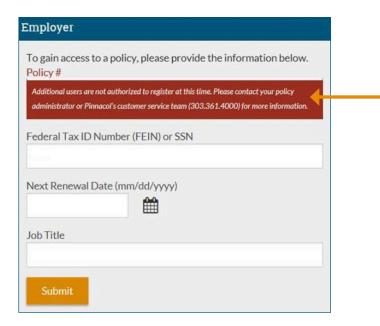
When the **Do not allow new users to sign up** box is checked, new users will be prevented from completing the entire Policyholder Portal new user registration. Users attempting to register will still be able to complete the **Account Registration** page, which asks for their name and email address and prompts them to create a password.



After clicking **Register**, the user will then receive an email asking them to click a link to confirm their email address.

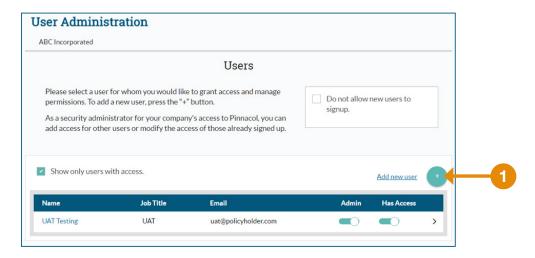


The link will then take the user to the **Update Access** page. If they are attempting to register for an account that is not allowing new users, where they will receive an error message. The user will need to contact the administrator on the Policyholder Portal to be granted access.

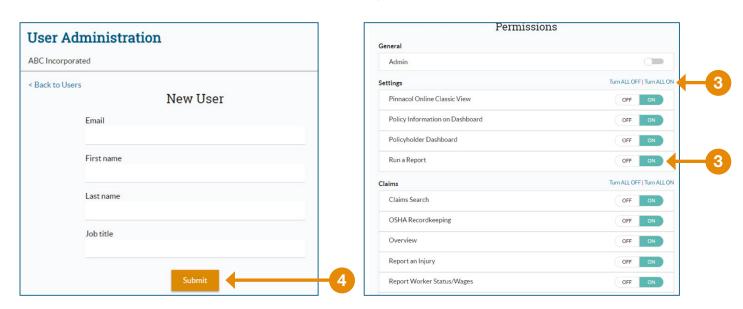


Add a New User

STEP 1: Click on the Add new user link, located on the Users page of the User Administration application.



STEP 2: Enter the email address, first name, last name and job title of the new user.



STEP 3: If the new user should have full access to the system, continue to step 4. If the new user should have limited access, scroll down to **Permissions** and turn off the features you would like to prevent the new user from having access to.

From the **Permissions** section, system administrators can limit access to certain features of the Policyholder Portal before the new user registers. Indicate whether the new user will be a system administrator by turning the switch on or leaving it off. To limit access to an entire area, such as **Settings**, click the **Turn ALL OFF** link located to the right of the section heading. To limit individual features within an area, click the **OFF** button next to the name of the feature.

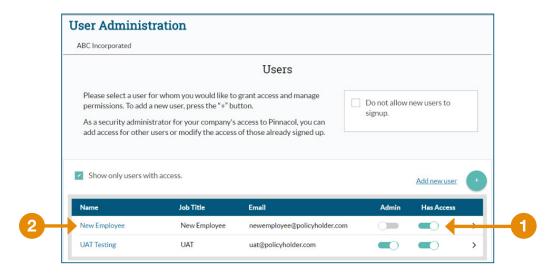
Please note: User access can also be modified after the user is registered.

STEP 4: Click the **Submit** button. The new user will receive an email confirming that they have signed up and instructing them to create a new password.

Manage Existing User Access

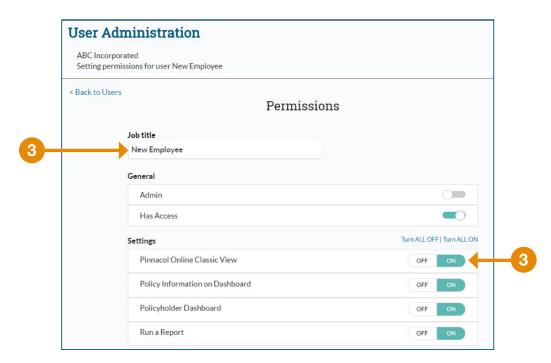
STEP 1: Locate the name of the user whose access you would like to modify on the **Users** page of the **User Administration** application.

From the **Users** page, administrators can give or take away administrative permissions. Administrators can also give or take away access to the policy. When **Has Access** is turned off, the user will not have the ability to view the policy upon logging in to the portal.



STEP 2: Click on the name of the employee whose access you'd like to modify.

STEP 3: Click in the **Job title** field to change the user's title. Click **OFF** or **ON** to grant or remove access to each feature. Changes will automatically be saved.



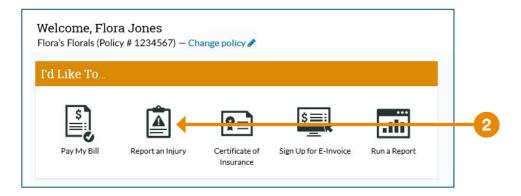
To test permission changes, administrators can apply changes to their own profiles, then view their Policyholder Portal home page. After testing the changes, administrators can return to the **Permissions** page to regrant themselves access.

Report an Injury

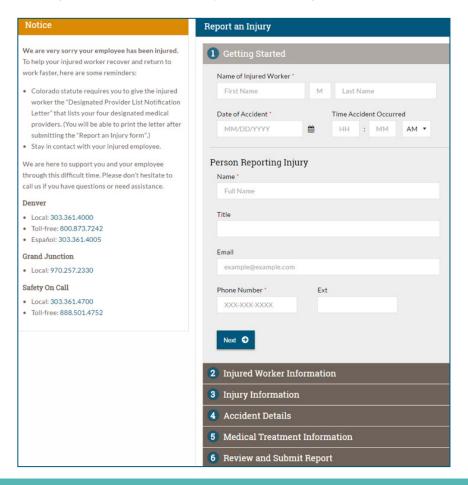
Policyholders who have registered for the portal have the ability to submit a first report of injury online.

STEP 1: Log in to the portal at **policyholder.pinnacol.com**.

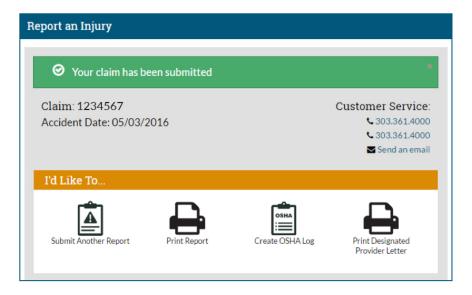
STEP 2: Click Report an Injury from the I'd Like To... section of the homepage.



On the **Report an Injury** screen, you will fill out five sections of information before submitting the report. Areas include information about the injured worker and their injury, the location that the accident occurred and any medical treatment the injured worker may have received.

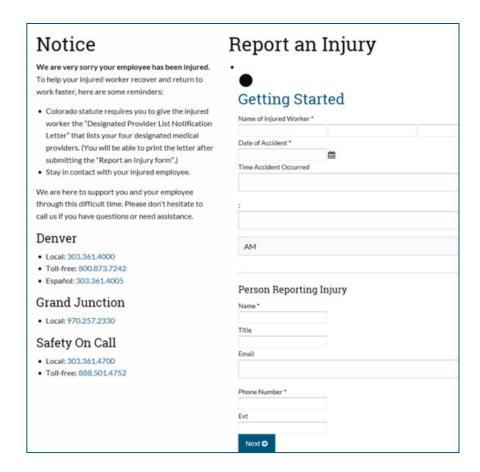


After completing all of the required information, you will receive a confirmation that the claim was submitted.



Troubleshooting Tip

For the best online experience, use Google Chrome. Older versions of Internet Explorer (versions 9 and 10) have the same functionality but look different.



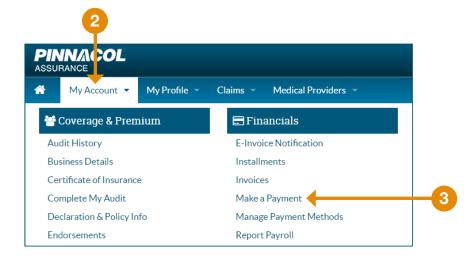
Online Payments

Policyholders who have registered for the portal have the ability to make payments online, add payment methods without having to make a payment, delete payments methods and set up EFT and credit cards for recurring payments.

Make a Payment

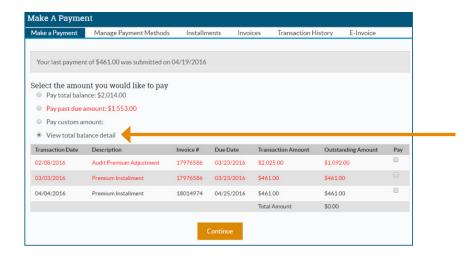
STEP 1: Log in to the portal at policyholder.pinnacol.com.

STEP 2: Click on the My Account drop-down menu.



STEP 3: Click on the **Make a Payment** link, which can be found under the Financials section of the **My Account** drop-down menu.

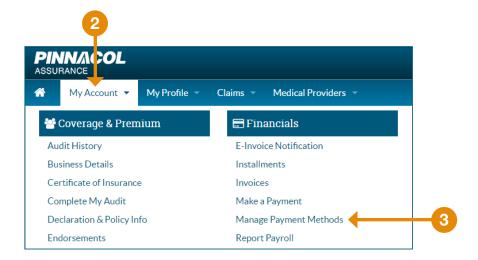
To see a breakdown of each item that makes up your balance and choose how you would like to apply payment, click on the **View total balance detail** radio button.



Manage Payment Methods

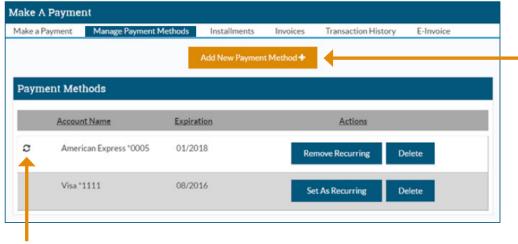
STEP 1: Log in to the portal at **policyholder.pinnacol.com**.

STEP 2: Click on the My Account drop-down menu.



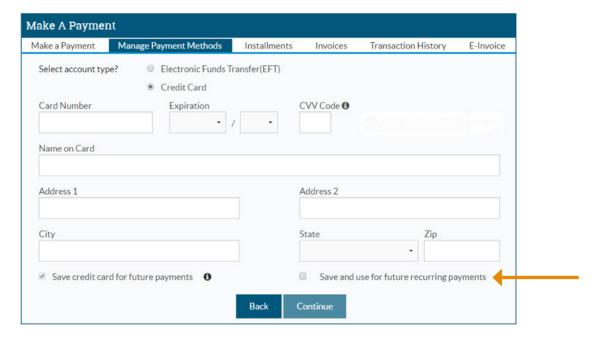
STEP 3: Click on the **Manage Payment Methods** link, which can be found under the Financials section of the **My Account** drop-down menu.

From the **Manage Payment Methods** screen, a list of all payment accounts, if any, are listed. You can **Add New Payment Method** without making a payment, **Set As Recurring** on either EFT or credit card accounts, **Delete** a payment method, or **Remove Recurring** payments from any account.



This symbol indicates a recurring payment

After entering your credit card information, you can set the credit card for recurring payments.



Certificates of Insurance

Create a New Certificate

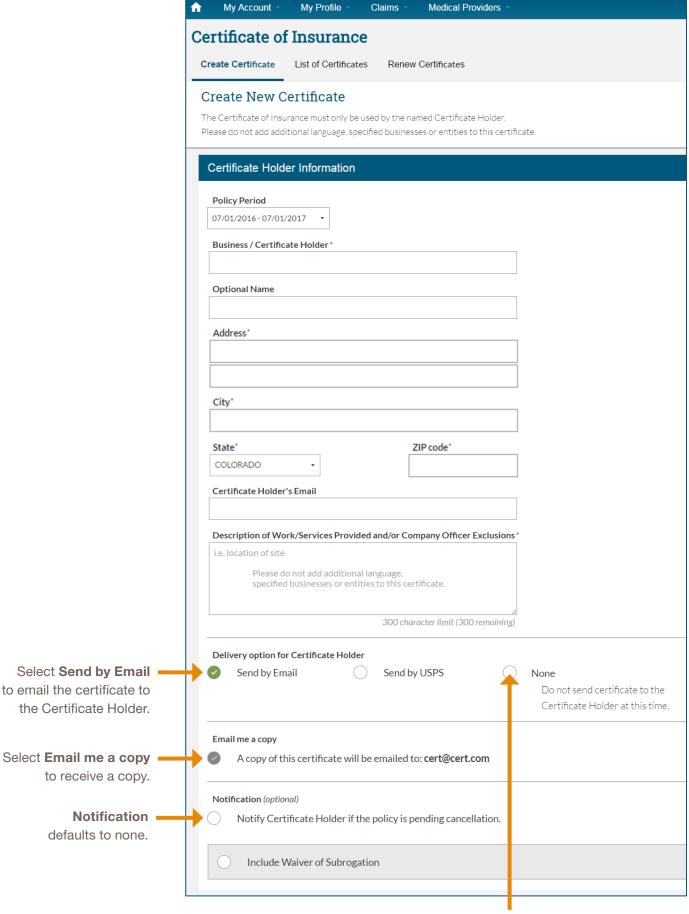
STEP 1: Log in to the portal at **policyholder.pinnacol.com**.

STEP 2: Click Certificates of Insurance from the I'd Like To... section of the homepage.



STEP 3: On the Certificates of Insurance screen, click Create Certificate.



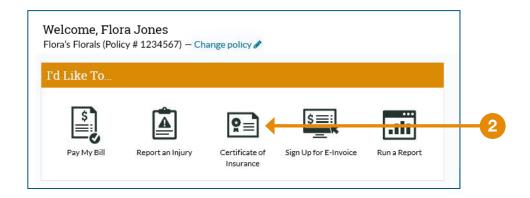


Do you need to include your certificate in other documentation to a Certificate Holder and would prefer it not be sent at this time? Select **None** and a copy of the certificate will be emailed to you only.

Manage Certificates

STEP 1: Log in to the portal at **policyholder.pinnacol.com**.

STEP 2: Click **Certificates of Insurance** from the **I'd Like To...** section of the homepage.



STEP 3: On the Certificates of Insurance screen, click List of Certificate.



send the certificate directly Expire a from your list of certificates. certificate. My Account My Profile Claims **Medical Providers** Certificate of Insurance Create Certificate Renew Certificates List of Certificates **Manage Certificates** Manage your certificates for the selected policy period • Email a certificate to the Certificate Holder by clicking the EMAIL CERT icon. View or print an existing certificate by clicking the VIEW/PRINT icon. • Cancel a certificate by clicking the EXPIRE icon. • Modify a Certificate Holder's information by clicking the MODIFY/REISSUE icon. • Add or edit a Certificate Holder's email without reissuing a certificate by clicking the Edit link next to the Certificate Holder's information. Policy Period: 07/01/2016 - 07/01/2017 -Search Certificate Holder Days Notice Delivery Method Status Date Requested 05/24/2017 Company A 10 FMAIL Printed © EXPIRE EMAIL CERT MODIFY/ REISSUE VIEW/ PRINT 123 Main Street City, CO 45678 Send to CompanyA@email.com Edit 05/16/2017 30 **EMAIL** Printed (1) Company B 123 Main Street City, CO 45678 Send to CompanyB@email.com Edit Select Edit to add a Certificate View and print **Modify** Holder's email address without having a certificate and reissue

to expire and create a new certificate.

Select **EMAIL CERT** to

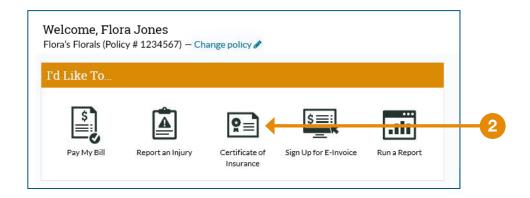
as a PDF.

a certificate.

Renew Certificates

STEP 1: Log in to the portal at **policyholder.pinnacol.com**.

STEP 2: Click Certificates of Insurance from the I'd Like To... section of the homepage.



STEP 3: On the **Certificates of Insurance** screen, click **Renew Certificates**.



send to yourself via email. a select few. Medical Providers My Account My Profile Claims **Certificate of Insurance** Create Certificate List of Certificates **Renew Certificates Renew Certificates** The following certificates are available for renewal. Please note the following: $\bullet \ \ \text{If you select Send Me a Copy you will receive an individual email for each certificate selected.}$ To change the delivery method, please go to the List of Certificates page to modify and reissue the certificates • When an email is available, the delivery method will default to email upon next year's renewal. Search Delivery Method Send Me A Certificate Days Notice Date Renew All View/ Print Requested Holder USPS 11/11/2016 **PDF** Company A 10 123 Main Street City, CO 45678 Send to CompanyA@email.com Edit 09/21/2016 USPS PDF Company B 10 123 Main Street City, CO 45678 Send to CompanyB@email.com Edit Modify the **Days** You can see the last

Delivery Method.

Notice notification.

Your agent will receive a copy of your certificate electronically.

Select Send Me A Copy to

Renew All of your

certificates, or only

ACORD Form

The date stamp reflects the day the certificate was created and should not be adjusted.

TH	HIS CERTIFICATE IS ISSUED AS A MAT ERTIFICATE DOES NOT AFFIRMATIVE	TTER C	NEGATIVELY AMEND,	ANI	CONFERS N	IO RIGHTS	UPON THE CERTIFICATIVERAGE AFFORDED E	BY THE	POLICIES
RI	ELOW. THIS CERTIFICATE OF INSUR, EPRESENTATIVE OR PRODUCER, AND I IPORTANT: If the certificate holder is an SUBROGATION IS WAIVED, subject to to	THE CE	RTIFICATE HOLDER. TIONAL INSURED, the p	olicy	r(ies) must hav	ve ADDITION	NAL INSURED provision	ns or be	endorsed
	is certificate does not confer rights to th	e certi	ficate holder in lieu of su	ich e	ndorsement(s).	·		
	Pinnacol Assurance 7501 E Lowry Blvd. Denver, CO 80230 sured Policyholder LLC 123 Main Street Anytown, CO 81234			CONTACT NAME: FAX FAX					
				INSURER(S) AFFORDING COVERAGE INSURER A: Pinnacol Assurance					NAIC#
NSIII									41190
				INSURER B: INSURER C: INSURER D:					
				INSURER E :					
יחי	VERAGES CERTIFI	ICATE	NUMBER:	INSU	RER F :		REVISION NUMBER:		
TH	HIS IS TO CERTIFY THAT THE POLICIES OF	INSUR.	ANCE LISTED BELOW HAV			THE INSURE	ED NAMED ABOVE FOR T		
CE EX	DICATED. NOTWITHSTANDING ANY REQUI ERTIFICATE MAY BE ISSUED OR MAY PER KCLUSIONS AND CONDITIONS OF SUCH POL	TAIN, T	THE INSURANCE AFFORDS	ED BY	THE POLICIES REDUCED BY	S DESCRIBEI PAID CLAIMS.	D HEREIN IS SUBJECT T		
ISR TR	TYPE OF INSURANCE INSU	D WVD	POLICY NUMBER		POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMIT	rs	
	COMMERCIAL GENERAL LIABILITY						EACH OCCURRENCE DAMAGE TO RENTED	\$	
	CLAIMS-MADE OCCUR						PREMISES (Ea occurrence) MED EXP (Any one person)	\$	
							PERSONAL & ADV INJURY	\$	
I	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	\$	
	POLICY JECT LOC						PRODUCTS - COMP/OP AGG	\$	
	AUTOMOBILELIABILITY ANY AUTO ANY A			_			COMBINED SINGLE LIMIT (Ea accident)		
				1.			BODILY INJURY (Per person)		
	OWNED SCHEDULED AUTOS ONLY HIRED NON-OWNED	pol	policy number,		Always	suse	BODILY INJURY (Per accident) PROPERTY DAMAGE		
ł	AUTOS ONLY AUTOS ONLY	not an applicatio		n	the policy		(Per accident)	\$	
	UMBRELLA LIAB OCCUR	l .		' H		-	EACH OCCURRENCE \$		
	EXCESS LIAB CLAIMS-MADE	number.			period (dates.	AGGREGATE \$		
-	DED RETENTION \$ WORKERS COMPENSATION						X PER OTH-	\$	
_	AND EMPLOYERS' LIABILITY ANYPROPRIETOR/PARTNER/EXECUTIVE				05/13/2017	05/01/2018	E.L. EACH ACCIDENT	\$ 1.0	00,000
A	OFFICER/MEMBEREXCLUDED? (Mandatory in NH) If yes, describe under	^	1234567				E.L. DISEASE - EA EMPLOYEE	ISEASE - EA EMPLOYEE \$ 1,000,000	
	DESCRIPTION OF OPERATIONS below						E.L. DISEASE - POLICY LIMIT	\$ 1,0	00,000
DESC	CRIPTION OF OPERATIONS / LOCATIONS / VEHICLES ((ACORD	101, Additional Remarks Schedul	e, mav	be attached if more	e space is requir	red)		
		,,,,,,,,	, , , , , , , , , , , , , , , , , , , ,	-,,			,		
CEF	ERTIFICATE HOLDER CANCELLATION								
						THE ABOVE 5	SECONDED DOLLOIS OF O	ANCEL	ED BEFOR
	3456 blicyholder LLC			TH	E EXPIRATION	N DATE THE	ESCRIBED POLICIES BE C EREOF, NOTICE WILL		
	tn: Peter Policyholder			AC	CORDANCE WI	TH THE POLIC	CY PROVISIONS.		
123 Main Street Anytown, CO 81234					AUTHORIZED REPRESENTATIVE				
					Sally Freemont Underwriter				
				Und		00 2045 4.0	OPD COPPORAT	A II =! c-!	ata va====
	ORD 25 (2016/03)		ORD name and logo ar				ORD CORPORATION.	All righ	us reserve

This will be the agency's information if created directly from the ACORD system.
Reads Pinnacol when requested via Pinnacol website or through Pinnacol employee.

This does not modify the terms or conditions of the insurance policy. Naming an endorsement does not imply named coverage, and coverage still needs to be requested.

Please use supplemental ACORD 101 for additional remarks if necessary.

Never add additional unspecified businesses or entities such as agents, lessors, lessees and employees unless they are named parties to the contract (waiver of subrogation follows suit).

Pinnacol uses the current version of the **ACORD 25**Certificate of Insurance form.

Pinnacol will accommodate a 10- or 30-day notice of **Cancellation**; otherwise, we will defer to the cancellation reference on the Certificate of Insurance.



303.361.4000 / 800.873.7242 Spanish 303.361.4005

