



Ask Emma Client Service Center

Everything YOU Need to Know

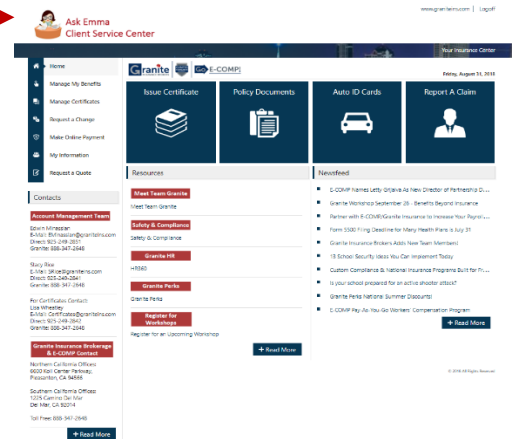
Hello Darlene,

Welcome to **Ask EMMA**, your new Online Insurance Center! Our goal at Granite Insurance Brokers is to exceed your expectations. This means providing you service options to ensure that your business runs smoothly. **Access ASK EMMA via the Granite Website and then select the Ask Emma login. Your pre-set credentials are as follows: USERNAME: _____ PASSWORD: _____**

ACCESS DOCUMENTS ANYTIME. ANYWHERE.

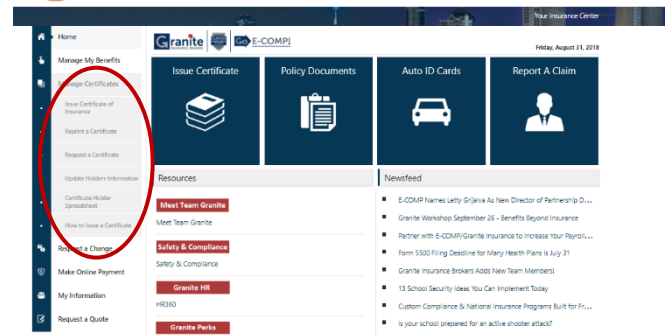
It is important for your business to have access to all types of information and receive certificates of insurance (COIs) in a timely manner. You can now access to your insurance information and requested documents instantly online, including:

- Auto IDs
- Claims status, including related documentation
- An up-to-date list of certificate holders
- Account contact information
- Pay your Granite Invoice online
- Policies complete with DEC pages
- Certificates of Insurance (COIs)



ISSUE, PRINT & SEND CERTIFICATES OF INSURANCE OR AUTOMOBILE ID CARDS

With online access, you can now issue and print your own Certificates of Insurance or auto ID cards. This service is available 24/7 from anywhere, and is extremely valuable in situations where a last-minute COI is required. Both of these documents can be created, printed, emailed, or faxed directly from the online access web page.



VIEW CRITICAL POLICY INFORMATION

View items or coverage in all of the following areas:

- Current Policies
- Vehicles
- Locations
- Property Limits

ONLINE POLICY CHANGE REQUESTS & INVOICE PAYMENTS

ASK EMMA allows you to make changes to your insurance information, including sending a request to add, delete, and/or modify coverage. These services are available during regular office hours as well as after hours and on weekends, offering a convenient way of communicating and instructing necessary policy changes to save you time and keystrokes. ***Of course, you still have the option to email or call your account manager with changes if that's what you prefer.***

EXCEEDING YOUR SERVICE EXPECTATIONS

With access to your information where and when you need it, you can focus on your business rather than your insurance. Mobile-optimized, 24/7 online access to your insurance information which results in faster service response, allowing you to provide documents to your clients and vendors and pay Granite invoices instantly.

Please contact your Account Manager with any questions!

