



Bremer Insurance Online Portal Reference Guide

As Bremer Insurance customers, you can now access documents, issue proof of coverage, report and review claims, and make changes to your account using our new online portal and mobile app.

If you have insurance related questions, please contact your insurance advisor or associate M-F 8 a.m.-4:30 p.m.

Accessing Bremer Insurance online portal

Your insurance accounts can be accessed online or in the new mobile app. Functionality on the mobile app is very similar to the online experience with the same menu options and features.

Online Access:

1. Go to Bremer.com
2. Under Access Your Accounts, select “Personal Banking” or “Business Banking” as the account type and “Insurance” as the online system

Mobile App Access:

1. Go to your app store
2. Search “Bremer Insurance” and download the app

User ID and Password

The first time you log in:

1. Create your account. At the login page, select “Create an account” and enter your primary phone number, email address and policy number (may need to try with dashes or without dashes). Select “Continue”.
2. Next you will be prompted to enter an email verification code that will be sent to your email (this is part of the multi-factor authentication security to keep your account information safe).
3. Lastly, you will be asked to create a username and password. After creating them, go back to the login screen and enter the new username and password and select the “Login” button.

Note: You will need to have a phone number, email address and policy number on record with Bremer Insurance to set up your account. If you have any problems creating an account, please contact your insurance advisor or associate and they can assist you.

Password requirements:

- Must be at least 8 characters in length
- Must contain at least one number
- Are case sensitive
- Expire after 90 days

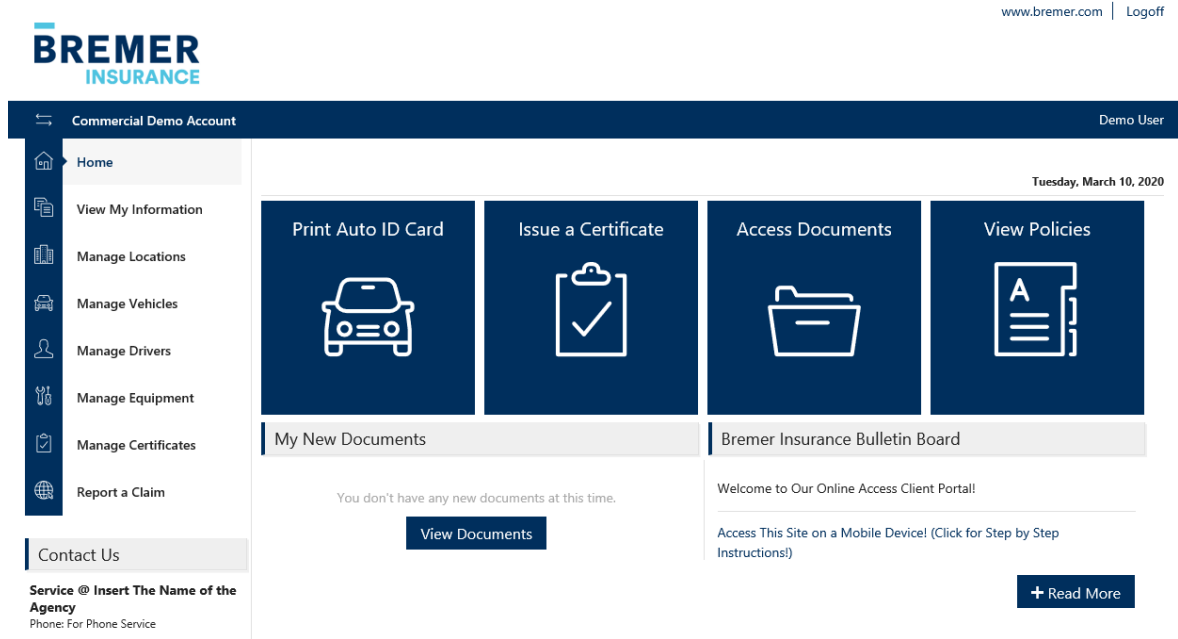
Automatic Logoff

To keep your account information safe, you will be automatically logged out of Bremer Insurance portal after 20 minutes of inactivity.

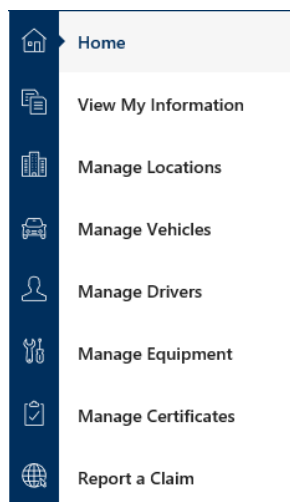
Navigation

Home Screen

The Home screen indicates the self-service options available 24/7 to our insurance customers and is accessed upon login.



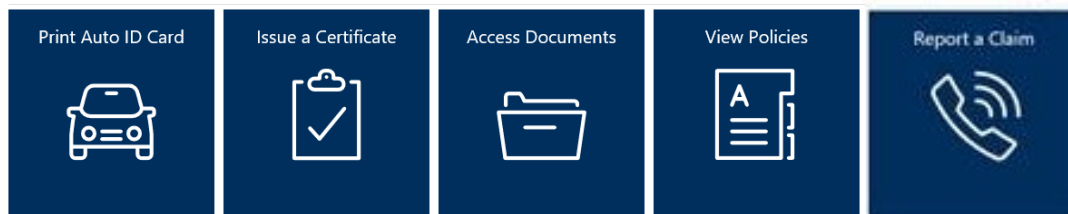
Menu



Menu Options	Actions
View My Information	<ul style="list-style-type: none"> View your contact information Request to make changes to your personal contact information

	<ul style="list-style-type: none"> • Change your password
Manage Locations	<ul style="list-style-type: none"> • Add a new property to insure • Update property information • Remove a property • View a list of all covered properties (an Excel file will upload with property details)
Manage Vehicles	<ul style="list-style-type: none"> • Add a new vehicle to insure • Update vehicle information • Remove a vehicle • View a list of all covered vehicles (an Excel file will upload with property details)
Manage Drivers	<ul style="list-style-type: none"> • Add a new driver to insure • Update driver information • Remove a driver • View a list of all covered drivers (an Excel file will upload with property details)
Manage Equipment (commercial customers only)	<ul style="list-style-type: none"> • Add a new equipment to insure • Update equipment information • Remove equipment • View a list of all covered equipment (an Excel file will upload with property details)
Manage Certificates	<ul style="list-style-type: none"> • Reprint a certificate • Request a certificate • Update holder information • View certificate holder spreadsheet • Instructions to issue a certificate
Report a Claim	Begin the claim process by entering needed information

Tiles



Auto ID cards

View or print auto insurance cards as needed.

1. Select the “Print Auto ID Card” button from the Home screen.
2. Choose the desired Vehicle from the list by clicking on Vehicle name or anywhere on that line.
3. Confirm Information about the Vehicle and select “Continue” at bottom of screen.
4. Choose your delivery method (can be email or screen) and select “Submit”.
5. Select the “View Auto ID” button and a pop-up message will appear asking if you want to open or save a PDF document.
6. Print or save the ID card.

Certificates

Print or request certificates for proof of insurance.

1. Select the “Issue a Certificate” button on the Home screen.
2. Complete the requested information in the form that appears and select “Request Cert” at bottom of the screen.
3. Request will be received by your client manager to complete.

Documents

Documents can also be found in the View Policies button.

1. Select “Access Documents” from the Home screen.
2. Choose the document you would like to view.

Policies

All policies are listed and can be viewed based upon policy type.

1. Select the “View Policies” button from the Home screen.
2. Choose the desired policy from the list by clicking on policy name.
3. The policy and coverage information appear.
4. Hit the “Return” in the grey bar to review a different policy.
5. Selecting the documents folder on the far right includes documents pertaining to the policy.

Claims

Begin the claim process by completing and submitting a claim form.

Additional tips

- Ensure that Bremer Insurance has a valid phone number and email address when setting up your account for the first time.
- Many pages include the ability to download an Excel or PDF document. Check pop-up settings if having trouble retrieving/opening documents.

Questions

For technical login questions, contact Bremer Customer Support at 800-908-2265. For insurance or account questions, contact your insurance advisor or their associate.

Bremer Insurance contact information is also included below the menu on the Home screen.

For your protection, coverage cannot be bound or changed by sending an email, fax, leaving a voice mail or submitting a change request using the desktop or mobile app. It must be received and confirmed with a licensed agent of Bremer Insurance Agencies, Inc.

Products and services offered through Bremer Insurance are not insured by the FDIC or any Federal Government Agency, are not a deposit or other obligation of, or guaranteed by, the depository institution, and are subject to investment risks including possible loss of the principal amount invested.