

On-Line Reporting System

**Internet Based System to Obtain
Real Time Claims Information**

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Logging On

Step 1 – Go to web address <http://www.meadowbrook.com/mn>.

Step 2 - Click on [On-Line Reporting System Login](#).

The screenshot displays the Meadowbrook Insurance Group website. At the top, there is a navigation menu with links for Specialty Insurance Programs, Risk Management Services, Retail / Wholesale Agencies, Investor Relations, and Company Information. A 'QUICK LINKS' section includes Search Our Site, Advantage System, Policy Holder Services, and Report a Claim. The Meadowbrook Insurance Group logo is prominently displayed on the right. Below the navigation, the page title is 'On-Line Reporting System Login | On-Line Reporting System for Minnesota Alternative Risk Programs'. The main content area features a 'Welcome:' section with instructions on how to obtain a user name and password, and how to use the system. A list of contact extensions is provided for technical questions. On the right side, there is a photograph of a meeting and a call-to-action box for 'On-Line Reporting System: Sign-Up Form for Agents' and 'Sign-Up Form for Members'. The footer contains links for CAREERS, SITE MAP, CONTACT US, PRIVACY POLICY, and IMPORTANT INFORMATION.

> Specialty Insurance Programs
> Risk Management Services
> Retail / Wholesale Agencies
> Investor Relations
> Company Information

QUICK LINKS:
> Search Our Site
> Advantage System
> Policy Holder Services
> Report a Claim

MEADOWBROOKSM
INSURANCE GROUP

On-Line Reporting System Login |
On-Line Reporting System for Minnesota Alternative Risk Programs

Welcome:
To receive a user name and password for the On-Line Reporting System, click on the link to the right titled "Sign-Up Form for Members" or "Sign-Up Form for Agents", and then print, complete and return the form via mail or e-mail to Meadowbrook Insurance Group as indicated on the document.

Once you have a user name and password, clicking on the "On-Line Reporting System Login" link above will take you to the login screen.

Depending on your situation, an instructional user guide can be found by clicking to the right on "User Guide for Members" or "User Guide for Agents." Each guide provides step-by-step instructions on how to use the On-Line Reporting System.

For questions regarding the On-Line Reporting System, please contact Meadowbrook Insurance Group at 1-800-211-6369, and direct your questions to the following extensions according to topic:

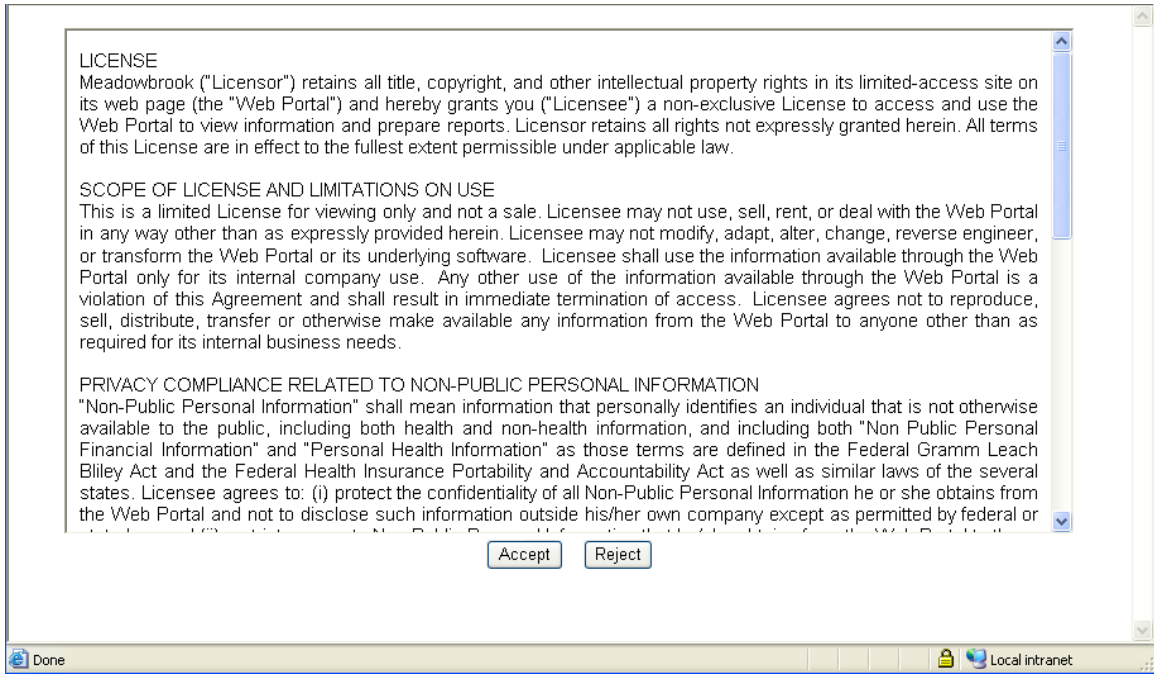
- How to use the system - extension 5202
- Technical questions, such as how to reset your password - extension 5214

On-Line Reporting System:
Sign-Up Form for Agents
Sign-Up Form for Members

CAREERS | SITE MAP | CONTACT US | PRIVACY POLICY | IMPORTANT INFORMATION

Step 3 – You will first see a disclaimer display with an Accept and Reject button.

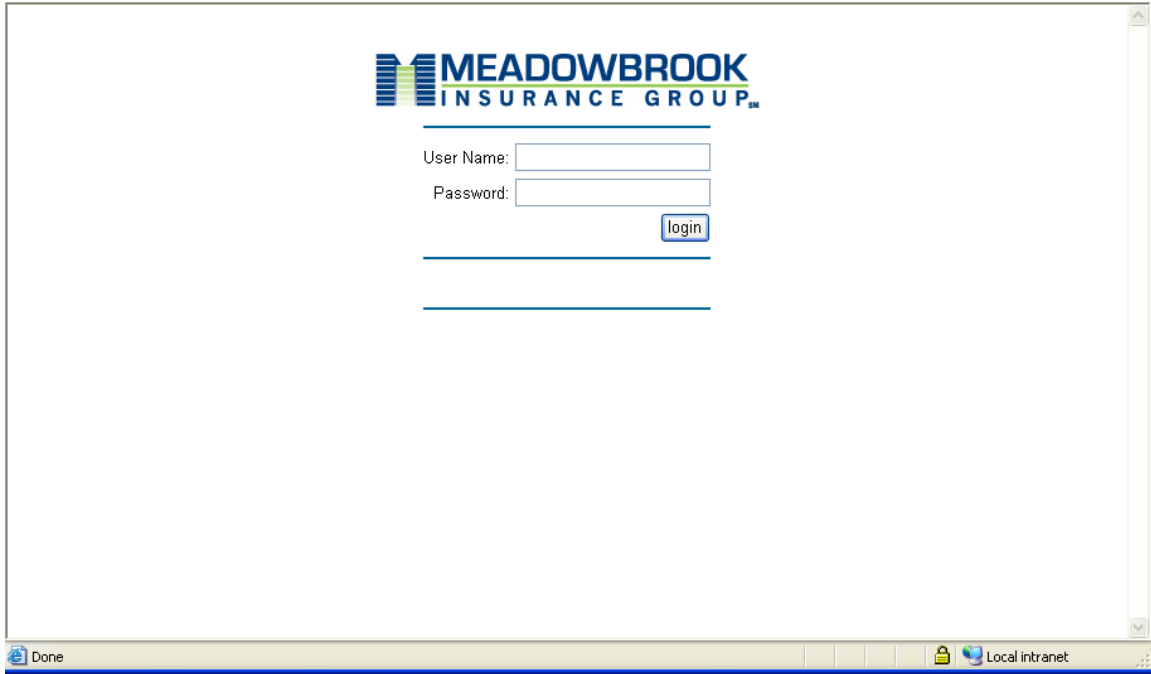
- Read through the disclaimer.
 - If you agree with the terms of the agreement, click on .
 - If you do not agree with the terms of the agreement, click on .
 - Clicking on Reject will Exit you out of the On-Line Reporting System.



User Guide for Agents

Step 4 – Type in your User Name and Password.

- User Name = last name and first initial.
- Password = to be forwarded to you.

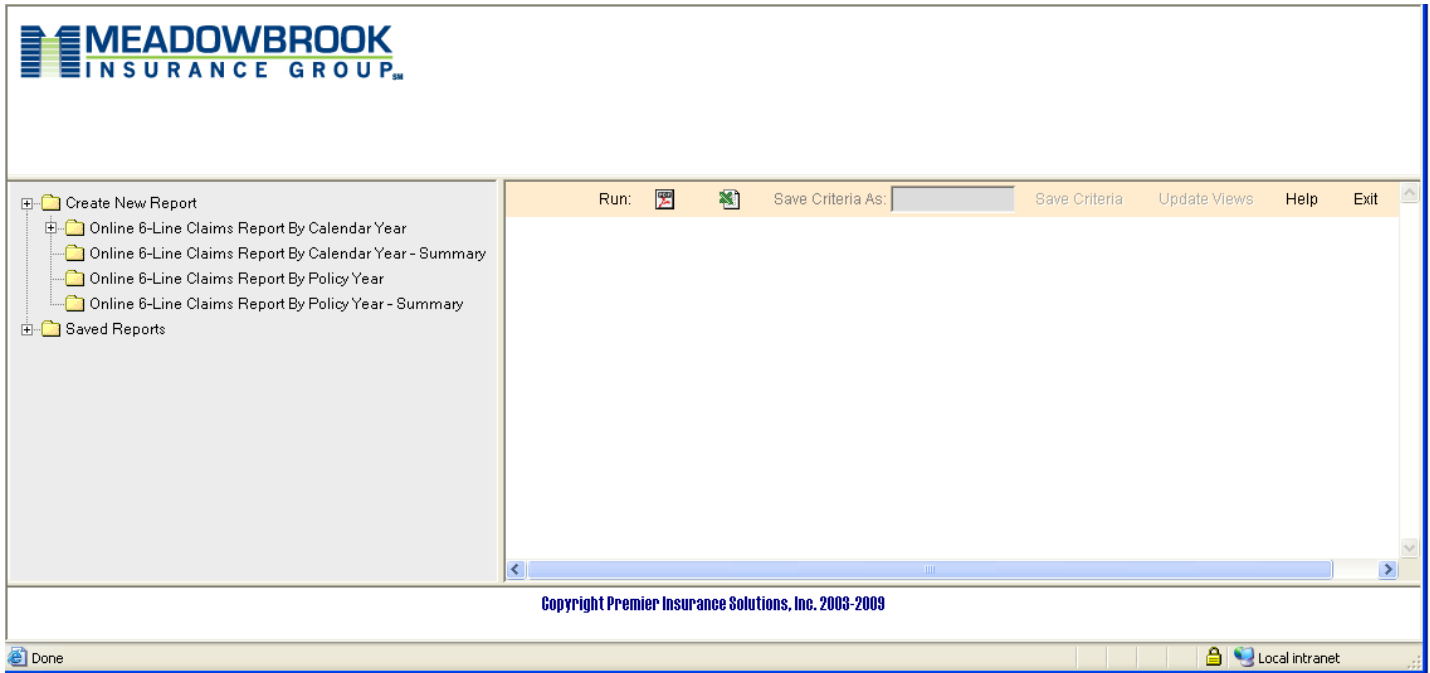


The screenshot shows a web browser window displaying the login page for Meadowbrook Insurance Group. The page features the company logo at the top center, which consists of a stylized 'M' icon followed by the text 'MEADOWBROOK INSURANCE GROUP, SM'. Below the logo, there are two input fields: 'User Name:' and 'Password:'. A 'login' button is positioned to the right of the password field. The browser's status bar at the bottom shows 'Done' on the left and 'Local intranet' on the right.

Run a Report

Step 1 – Click on the + next to  Create New Report .

Step 2 - Click on the appropriate report you want to run.



User Guide for Agents

Step 3 - Select the appropriate book from the drop down list.

Step 4 - Select the appropriate member.

- Click on the button, to the right of the Member Name field, to search for and select your client.

The screenshot displays the Meadowbrook Insurance Group software interface. The top left corner features the company logo. A navigation pane on the left lists report options: 'Create New Report' (with sub-items for Calendar Year, Policy Year, and Summary) and 'Saved Reports'. The main window title is 'Online 6-Line Claims Report By Calendar Year'. The form includes a 'Book' dropdown menu set to 'Meadowbrook Insurance Group, Inc.', a 'Member Name' field with a 'search' button, and two date selection sections: 'Loss Date From' (set to 01/01/1990) and 'Loss Date To' (set to 01/21/2010). Each date section has 'Today' and 'Months' dropdowns and a 'select' button. The footer contains the copyright notice 'Copyright Premier Insurance Solutions, Inc. 2009-2009' and a 'Local intranet' icon.




User Guide for Agents

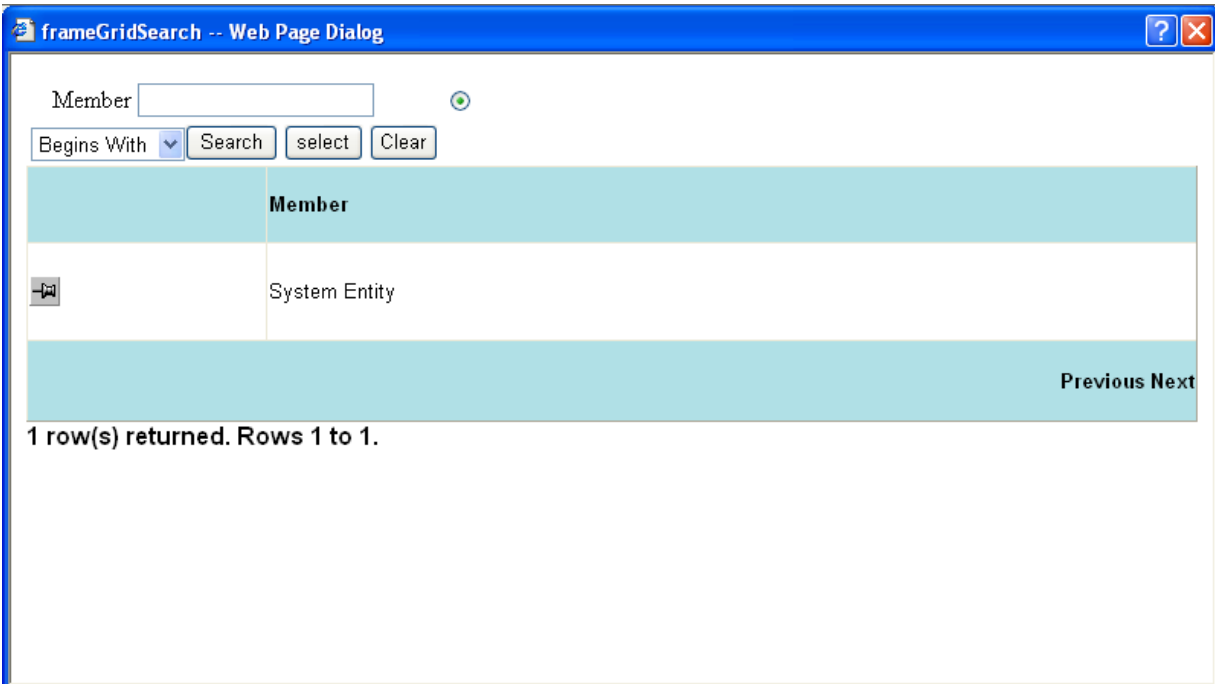
- Type in a member name in the Member box or leave blank to search for all Members.



The screenshot shows a window titled "frameGridSearch -- Webpage Dialog". Inside the window, there is a search interface. At the top, the word "Member" is followed by a text input field. Below the input field, there is a dropdown menu labeled "Begins With" with a downward arrow. To the right of the dropdown are three buttons: "Search", "select", and "Clear".

User Guide for Agents

- Click on the  button.
- Click on the  button to the left of the company you want to select.
- Click on the  button.



The screenshot shows a web page dialog titled "frameGridSearch -- Web Page Dialog". It features a search interface with a text input field labeled "Member", a "Begins With" dropdown menu, and buttons for "Search", "select", and "Clear". Below the input fields is a table with one row containing the text "System Entity". A "checkbox" icon is visible to the left of the table row. At the bottom right of the table area, there are "Previous" and "Next" navigation links. Below the table, a status message reads "1 row(s) returned. Rows 1 to 1."



Member	
<input type="checkbox"/>	System Entity

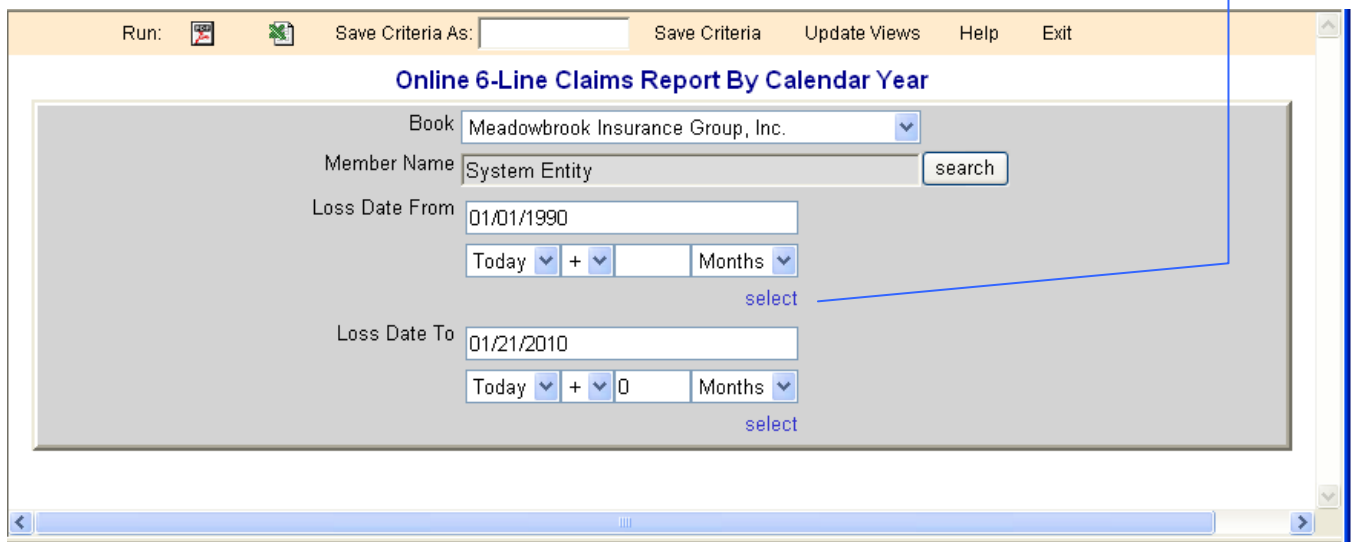
Previous Next

1 row(s) returned. Rows 1 to 1.



User Guide for Agents

Step 5 – Choose Reporting Period.


- The desired reporting period must be chosen. By default, **Loss Date From** (first day of report desired) will prefill with 01/01/1990 and **Loss Date To** (last day of report desired) will prefill with **Today's Date**. Options are:
 - Click in the mm/dd/yyyy field and enter a date, or;
 - Use the drop down lists  to select a date (this option will be useful when saving criteria for future searches).
- Either method must be entered for both the **Loss Date From** and **Loss Date To** fields.
- If you selected a date using the drop down lists, click on .



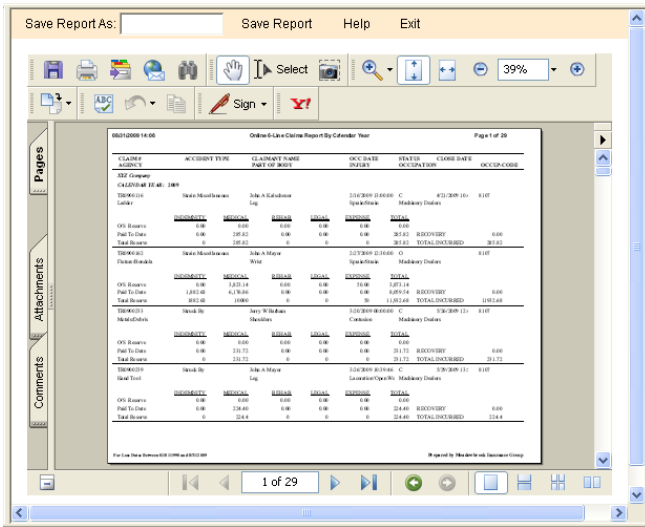
- Listed below are the definitions for the various options under the drop down list to the right of Today.
 - Today – today's date
 - Bom – beginning of month
 - Eom – end of month
 - Boy – beginning of year
 - Eoy – end of year
 - Bow – beginning of week
 - Eow – end of week
 - Fboy – fiscal beginning of year
 - Feoy – Fiscal end of year

Step 6 – In the upper left, click on  to run the report in Adobe or  to run the report in Excel.


Print Report in Adobe Format

Step 1 – Click on  button.

Step 2 – Choose a printer to print your report, just like any other Adobe file.

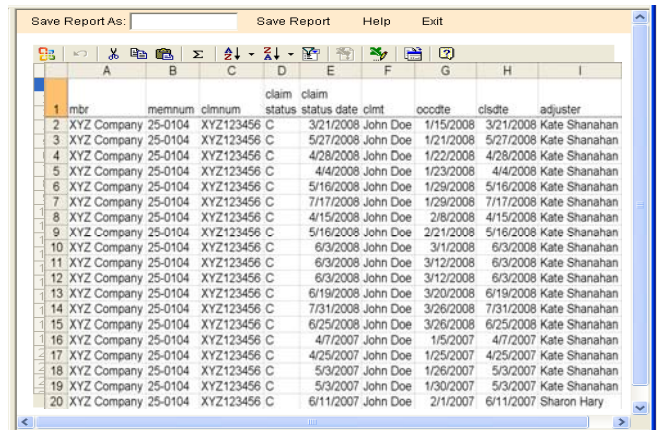


Print Report in Excel Format

Step 1 – Click on  button to export your report to Excel.

Step 2 – You will be brought into Excel.

Step 3 – Choose a printer to print your report, just like any other Excel file.

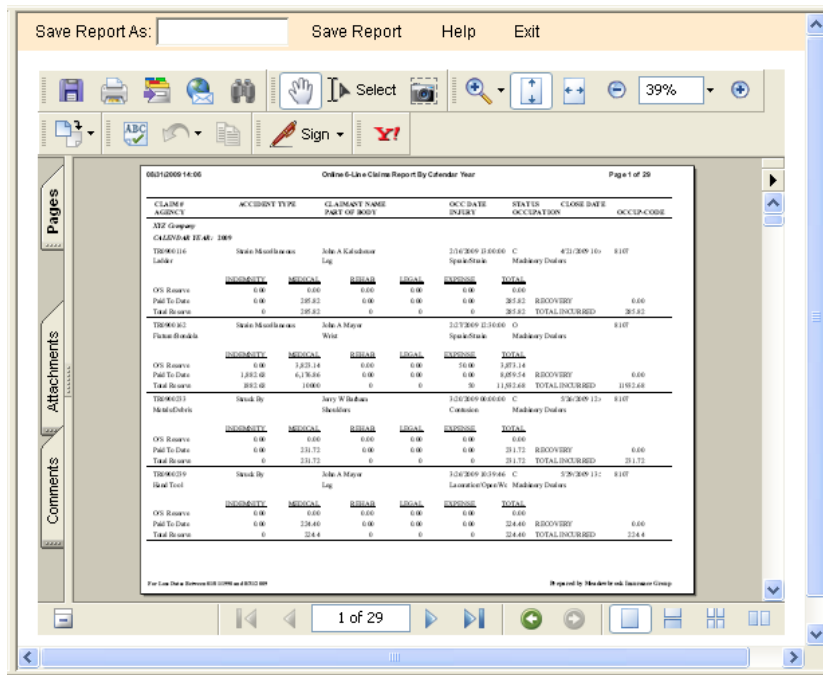


Save Report in the On-Line Reporting System

Step 1 – Run report using the instructions to Run Report.

Step 2 – Click in the **Save Report As:** box and type in the name of your report.

Step 3 – Click **Save Report**.



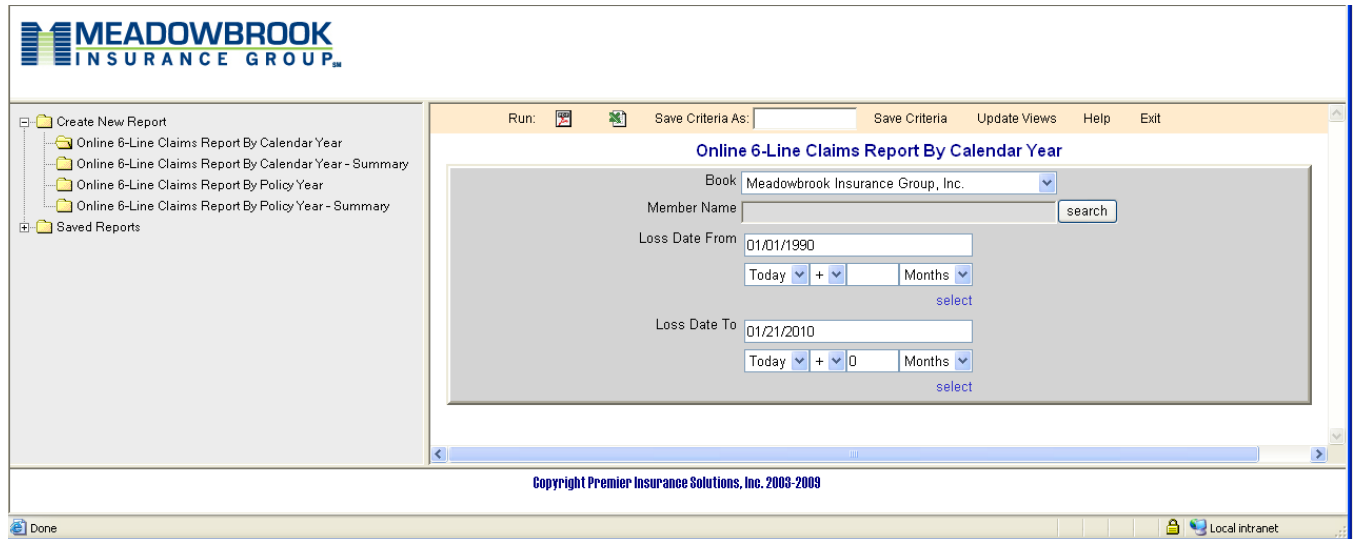
This will save the report on-line in the On-Line Reporting System application. As a result, the report will not be accessible on your computer's hard drive.

Retrieve Saved Report

Step 1 – Double Click on  Saved Reports .

Step 2 – Click on the report you want to view.

Step 3 – Follow the appropriate instructions to save or print the report.



Save Criteria

Step 1 - Click on the + next to  .

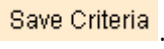
Step 2 - Click on the appropriate report you want to create the criteria for.

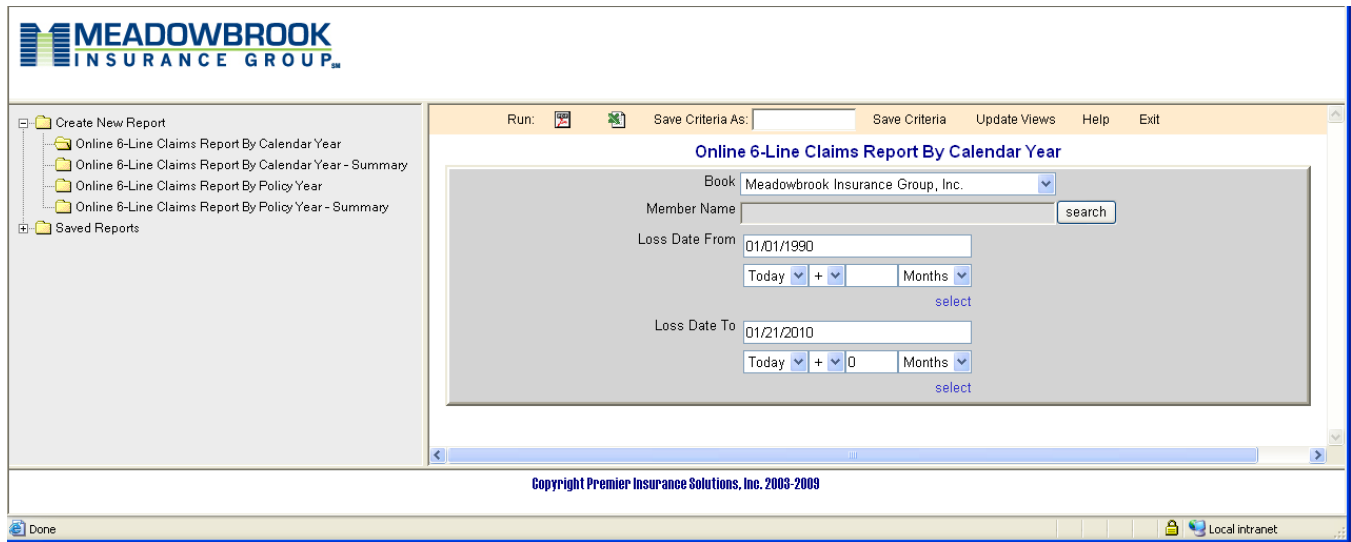
Step 3 – Select the appropriate criteria used to run the report.

Loss Date From OR +


Loss Date To

Step 4 – Click in the  and type in the name of the criteria.

Step 5 – Click on  .



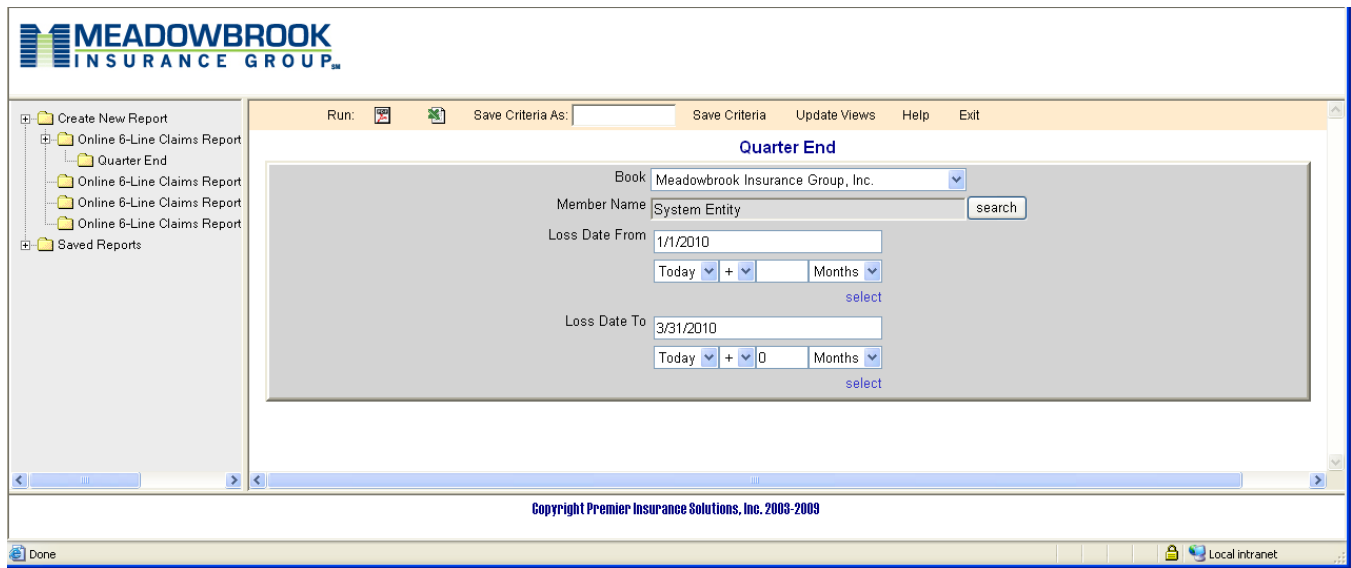
Use a Saved Criteria

Step 1 - Click on the + next to  Create New Report .

Step 2 - Click on the appropriate report where your Criteria is saved.
In this example,  Quarter End .

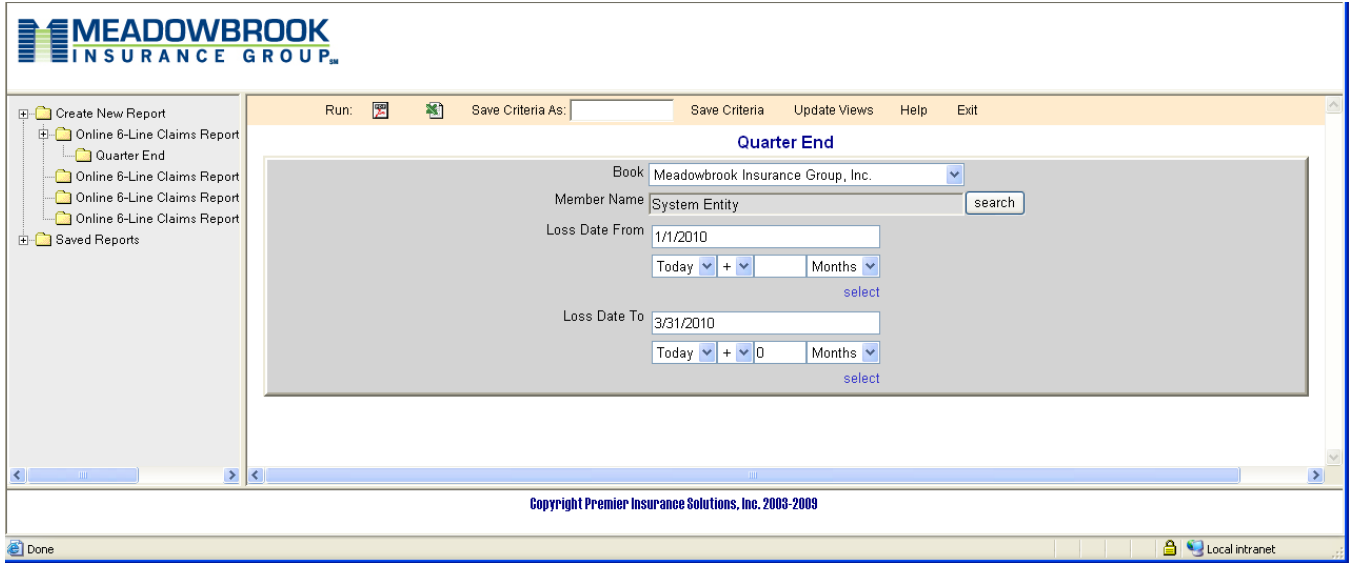
Step 3 – Click on the saved Criteria name.

Step 4 – Run the report using the instructions to Run Report.



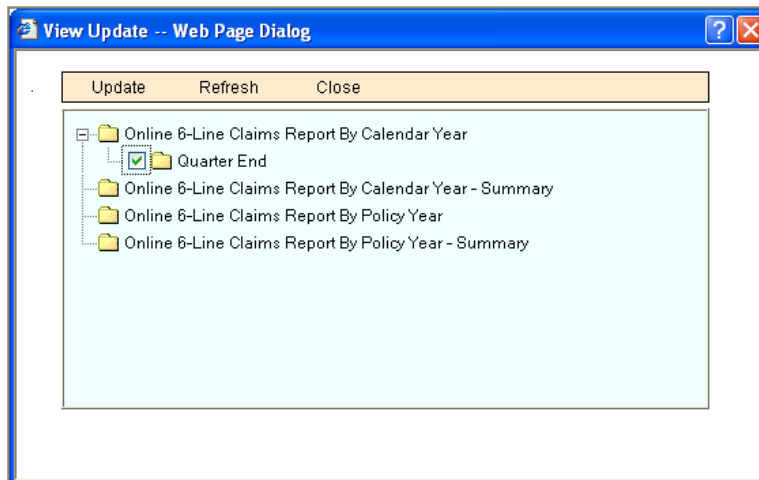
Delete a Saved Criteria

Step 1 – Click on **Update Views** in the upper right.



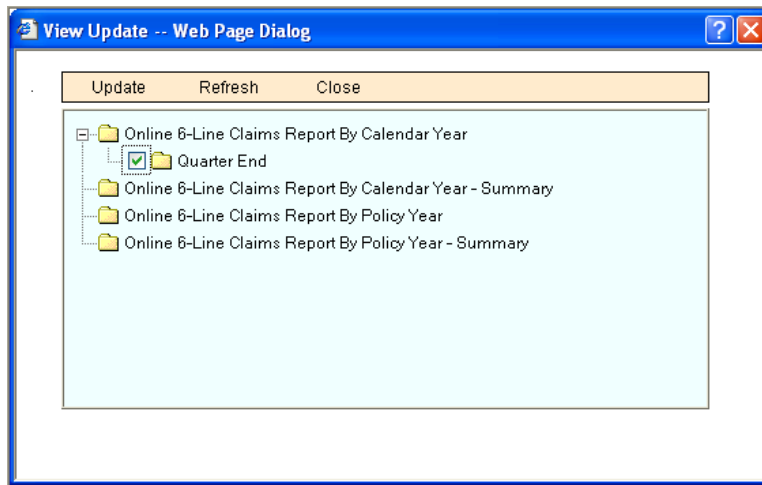
Step 2 – Place a checkmark in the box located to the left of the Criteria name that you want to delete.

Step 3 – Click on **Update**.



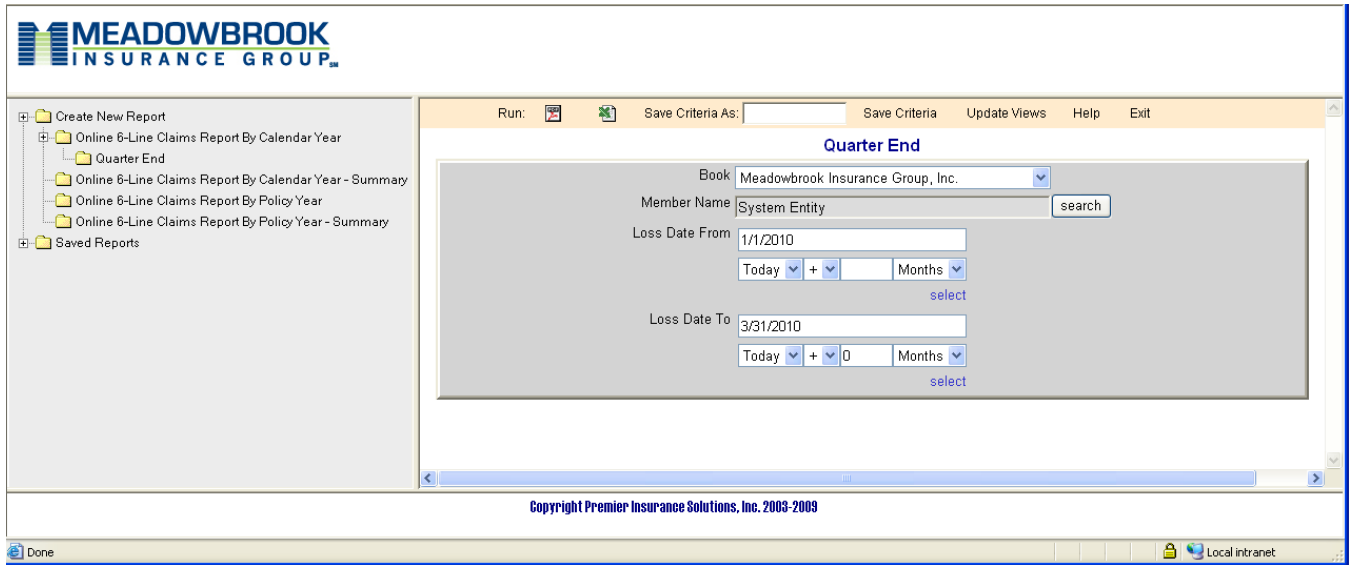
User Guide for Agents

Step 4 – Click on **Close** .



Exit the On-Line Reporting System

Step 1 – Click on **Exit**.



Have a Question Regarding the On-Line Reporting System?

- Contact Meadowbrook Insurance Group at **1-800-211-6389**
 - For questions on how to use the system - extension **5202**
 - For technical questions, such as how to re-set your password - extension **5214**