



**NATIONAL  
INTERSTATE**  
I N S U R A N C E

# **Service Center Registration Instructions**



**Commercial  
Lines**

v.1.1 2016

## STEP 1

Select the **“First Time Users Click Here”** link:

NATIONAL INTERSTATE INSURANCE

VANLINER INSURANCE COMPANY

Enter Username

Enter Password

Remember Me

Sign In

Forgot User ID? | Forgot Password?

[First Time Users Click Here](#)

**We Are Here To Help!**  
The employees of National Interstate and Vanliner Insurance Companies are committed to providing you with the best insurance experience you have encountered. Our Service Center is one of the ways we partner with you. It gives you access to account information as well as safety resources to help protect your assets.

[How Do I Get Started?](#)

[How Do I Report A Claim?](#)

Need additional help? Email [usersupport@natl.com](mailto:usersupport@natl.com) or call 1 (800) 929-1500.

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Privacy Policy | Terms And Conditions

## STEP 2a

Enter your Customer Number, Policy Symbol, Policy Number, Policy Module and Security Code in the corresponding fields and click **“Continue”**:

❖ See Step 2b for help locating these items

NATIONAL INTERSTATE INSURANCE

VANLINER INSURANCE COMPANY

User Registration

Customer Number

Policy Symbol

Policy Number

Policy Module

Security Code

Customer Number Help

- Your National Interstate Customer Number is 10 digits long.
- Your Vanliner Customer Number is 5 digits long.

Hint: Your security code is located on the bottom right corner of your statement (7 digits).

Continue

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## STEP 2b

### Customer Number

The customer number is a ten-digit code that can be found within most of your insurance documents, such as your invoices and reminders.

### Policy Symbol

The policy symbol is the three letters that precede the policy number and can be found within most insurance documents. Common policy symbols include CAT and WCA. Example: **ABC** 1234567-00

### Policy Number

The policy number follows the policy symbol and consists of seven digits. It can be found within most insurance documents. Example: ABC **1234567**-00

### Policy Module

The policy module is the final two digits that follow the policy number. They are separated from the policy number by a hyphen and can be found within most insurance documents. Example: ABC 1234567-**00**

### Security Code

The Security Code is a seven-digit number that can be found on the top-right and bottom-right corner of your invoice.

**\*If you have trouble locating your customer number, policy information, or security code, please contact User Support at ☎1-877-397-4484 for further assistance.**

## STEP 3

This screen will display the name and address associated with the customer number and policy information that you entered. If the information displayed is correct, click “Yes” to continue. Otherwise, click “No” to return to the previous screen and then re-enter your customer number and policy information:



The screenshot displays the 'User Registration' interface. At the top, the logos for 'NATIONAL INTERSTATE INSURANCE' and 'VANLINER INSURANCE COMPANY' are visible. Below the logos is a blue header bar with the text 'User Registration'. The main content area asks, 'Is the following information correct?' and shows a text box containing the following details: 'TEST USER', '123 TEST AVE', and 'ANYWHERE, OH 44444'. Below the text box are two buttons: 'Yes' (highlighted in blue) and 'No' (greyed out). At the bottom of the page, there is a slogan 'AN INSURANCE EXPERIENCE BUILT AROUND YOU.' followed by social media icons for Facebook, Twitter, LinkedIn, and YouTube. Below the icons are links for 'Privacy Policy' and 'Terms And Conditions'.

**\*If the information provided on screen matches what is on your policy documents, please click “Yes” to continue.**

**\*If corrections need made (e.g. spelling of name or address), please contact your insurance agent for assistance.**

## STEP 4a

Enter your email address into the corresponding boxes. Then create a username and enter it into the corresponding box as well. The username must be at least 6 characters in length and will be used for logging into the Service Center:

The screenshot shows the 'User Registration' form. At the top left are the logos for National Interstate Insurance and Vanliner Insurance Company. The form title 'User Registration' is in a blue header. Below the header, there are five input fields: 'Email Address', 'Confirm Email Address', 'Username', 'Password', and 'Confirm Password'. To the right of the 'Email Address' and 'Confirm Email Address' fields is a 'User Registration Help' section with a person icon and two bullet points: 'Username will be used to log into the Service Center.' and 'Username must be at least 6 characters in length.' Below that is a 'Password Requirements' section with a lock icon and four bullet points: 'Password must be at least 8 characters in length.', 'Password must contain at least one uppercase letter, lowercase letter, and number.', 'Password can contain additional special characters.', 'Password is case sensitive.', and 'Password cannot be the same as Username.' At the bottom left of the form is a checkbox with the text 'I have read and accept the [Terms And Conditions](#) and [Privacy Policy](#).' Below the checkbox are two buttons: 'Continue' (in blue) and 'Previous' (in grey). At the bottom center of the page is a banner with the text 'AN INSURANCE EXPERIENCE BUILT AROUND YOU.' in white and orange.

**\*An email address/username cannot be registered to multiple Service Center accounts. If you have registered an email address previously, you have the option of linking additional policies to that pre-existing Service Center account. This can be accomplished through the “Activities” section of the Service Center.**

**\*Contact User Support for assistance with linking additional policies to an existing Service Center account. ☎1-877-397-4484**

## STEP 4b

Create a password and enter it into the corresponding boxes. This will be your password for logging into the Service Center.

The password you enter:

- ❖ must be at least 8 characters in length
- ❖ must contain at least one uppercase letter, lowercase letter, and number.
- ❖ can contain additional special characters
- ❖ is case sensitive
- ❖ cannot be the same as the Username

**NATIONAL INTERSTATE INSURANCE** **VANLINER INSURANCE COMPANY**  
A National Interstate Company

### User Registration

Email Address

Confirm Email Address

Username

Password

Confirm Password

I have read and accept the [Terms And Conditions](#) and [Privacy Policy](#).

**User Registration Help**

- Username will be used to log into the Service Center.
- Username must be at least 6 characters in length.

**Password Requirements**

- Password must be at least 8 characters in length.
- Password must contain at least one uppercase letter, lowercase letter, and number.
- Password can contain additional special characters.
- Password is case sensitive.
- Password cannot be the same as Username.

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## STEP 4c

Confirm that you have read and accept the terms and conditions and privacy policy. When you have finished click “Continue”:

**NATIONAL INTERSTATE INSURANCE** **VANLINER INSURANCE COMPANY**

### User Registration

Email Address

Confirm Email Address

Password

Confirm Password

Security Question

Security Answer

I have read and accept the [Terms And Conditions](#) and [Privacy Policy](#).

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**User Registration Help**

- This email address will be used to log into the Portal.

**Password Requirements**

- Password must be at least 6 characters in length.
- Password must contain at least one letter and one number.
- Password is case sensitive.

- The Security Answer will be needed in the event that you forget your password.

## Done!

Congratulations! You are now registered for the National Interstate Service Center and can begin taking advantage of its convenient features. You will receive an email regarding your successful registration.

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### User Registration

Your registration is complete!  
Click [here](#) to login and get started!

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