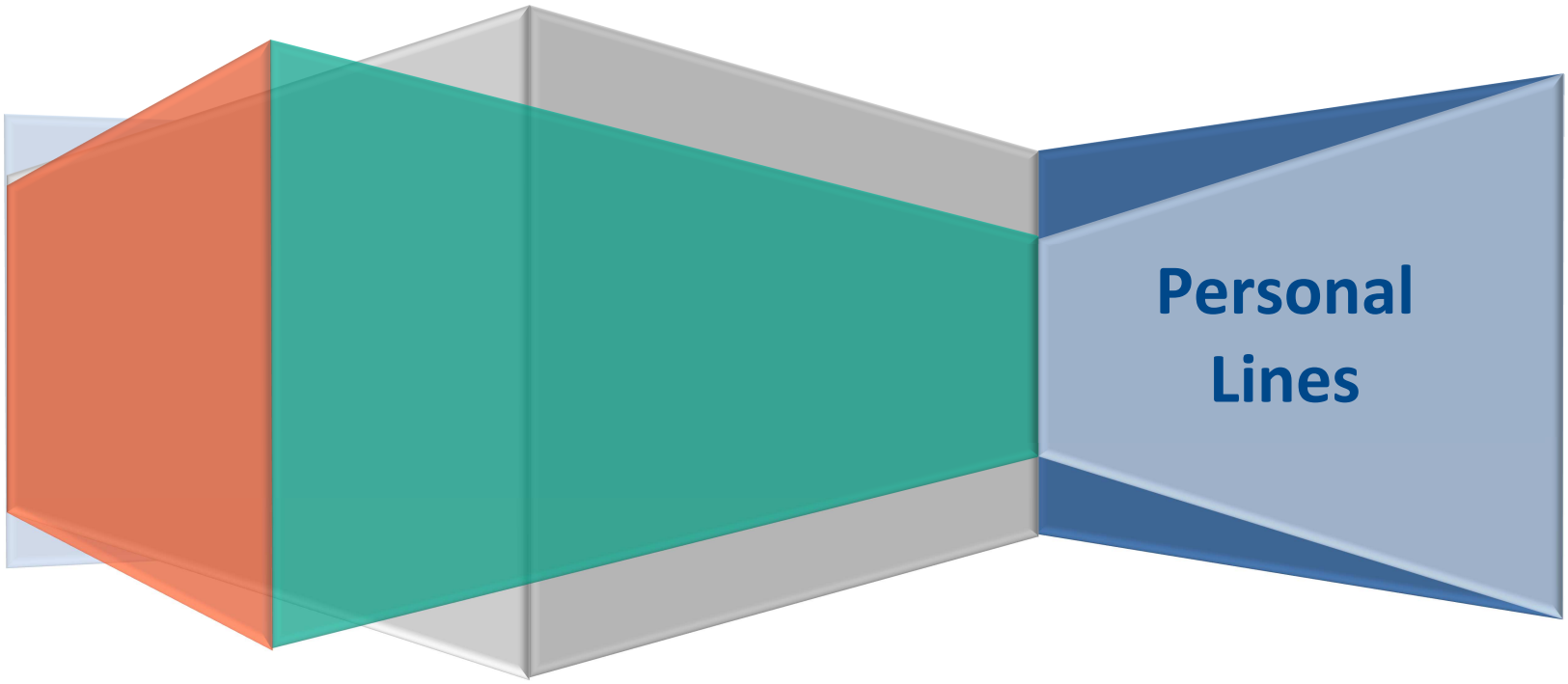
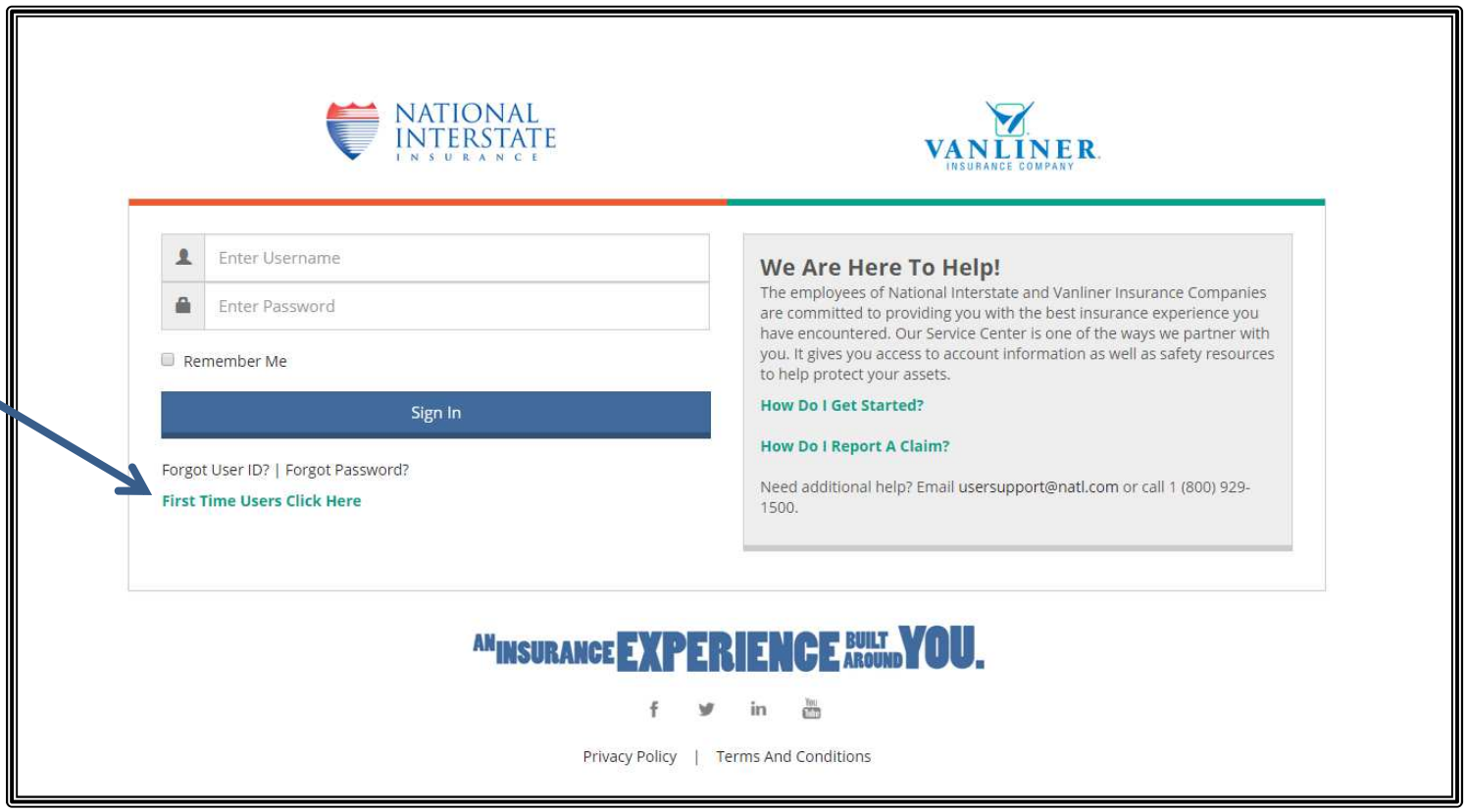
NATIONAL INTERSTATE INSURANCE

Service Center Registration Instructions



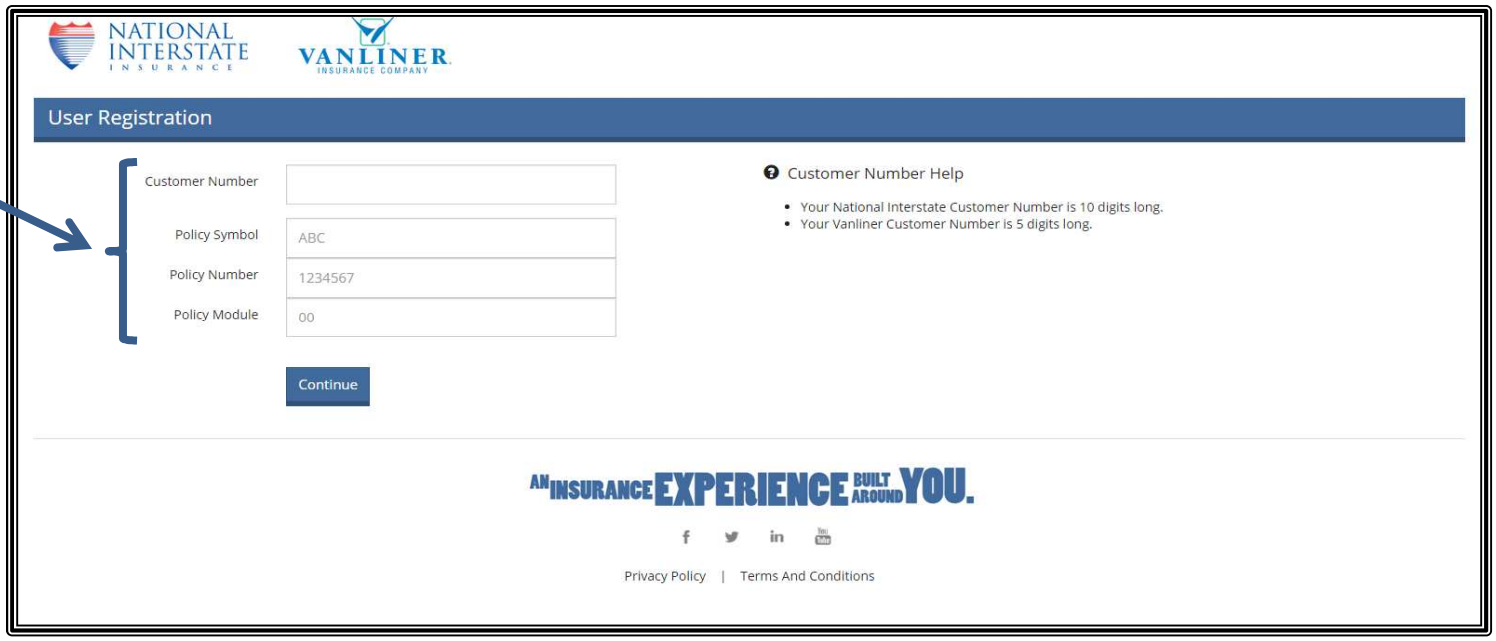
v.1.1 2016

STEP 1 Select the "First Time Users Click Here" link:



STEP 2a Enter your Customer Number, Policy Symbol, Policy Number, and Policy Module in the corresponding fields and click "Continue":

- ❖ See Step 2b for help locating these items



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, renewal offers, and reminders. The Customer Number typically begins with "900."

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 RVH, RVP, RVR, RVX, and APV. 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**

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

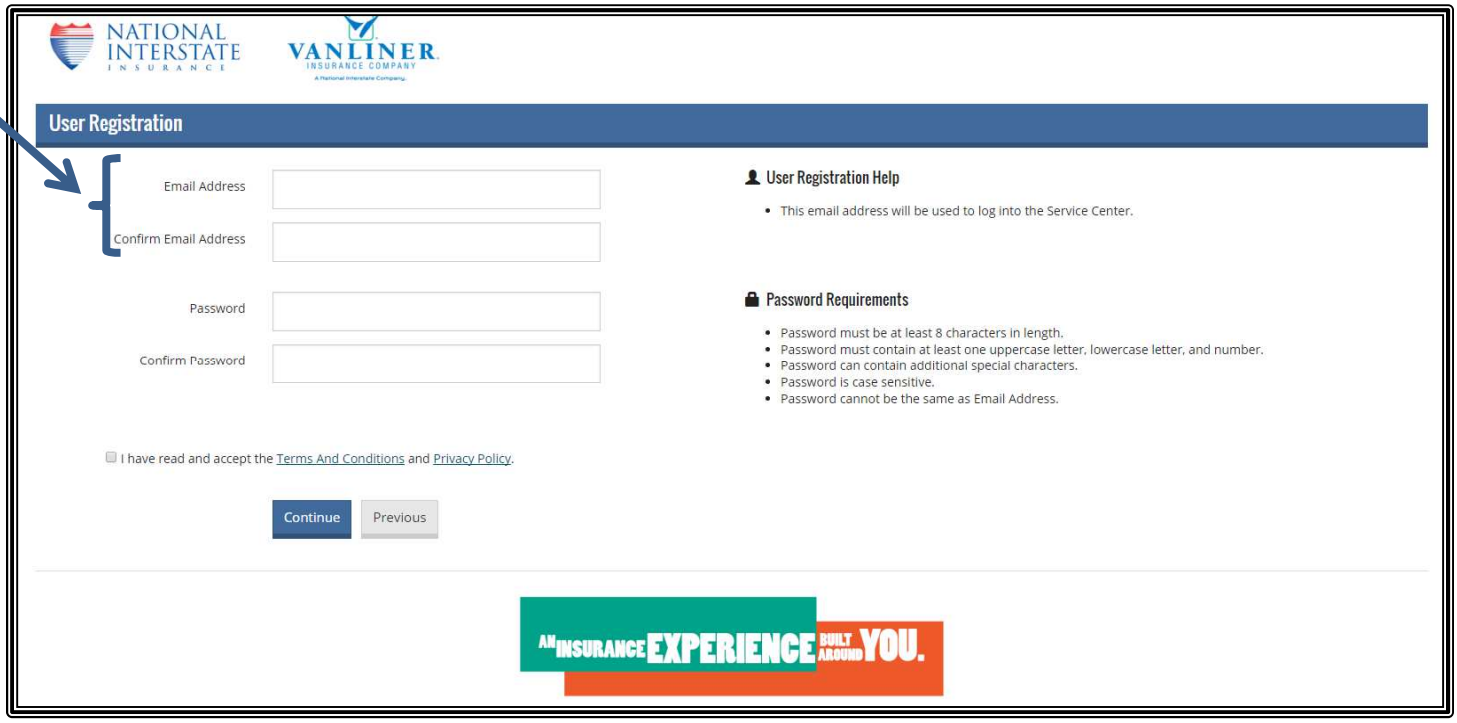
STEP 3

This screen will display the name and address associated with the customer number and policy information that you entered. If the personal 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:

***If the personal 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. This will be your username for logging into the Service Center:**



***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.**

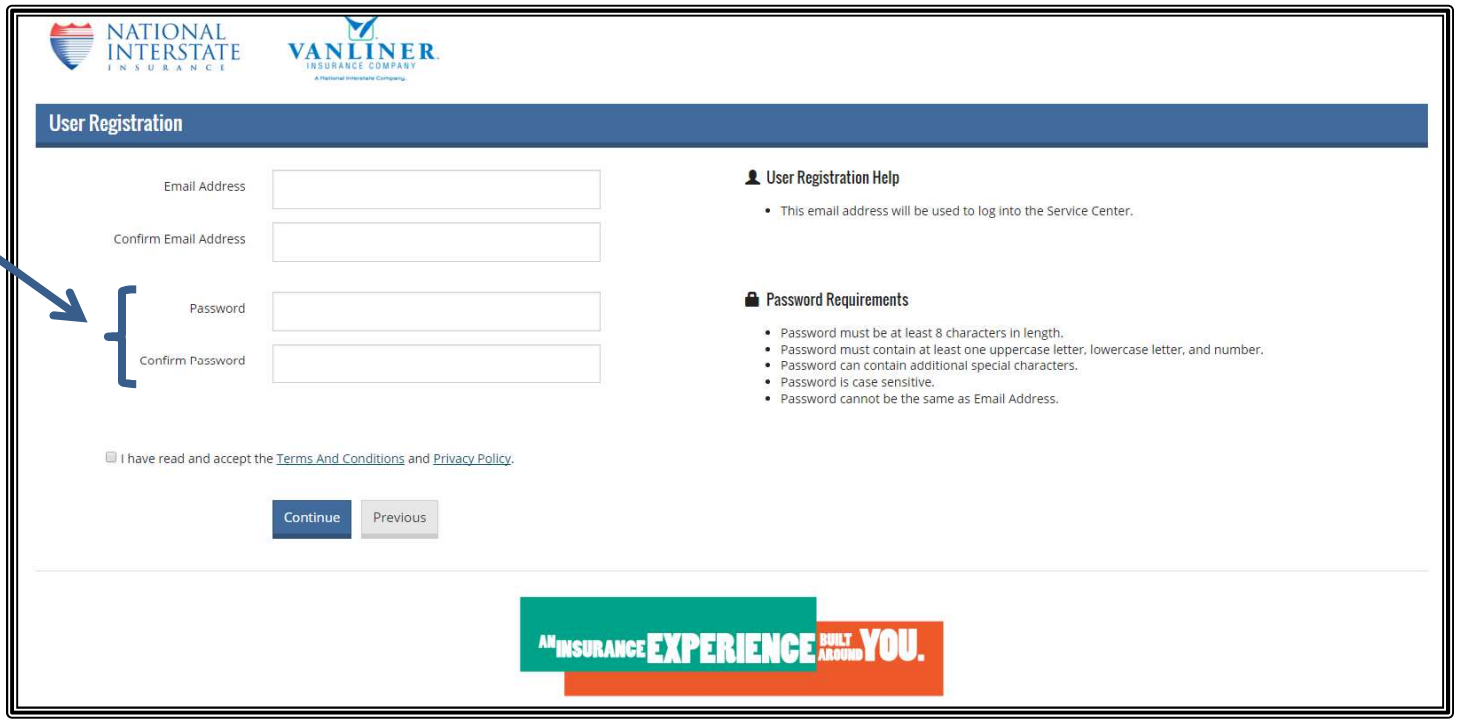
***Contact User Support for assistance with linking additional policies to an existing Service Center account. ☎1-877-397-4484**

STEP 4b

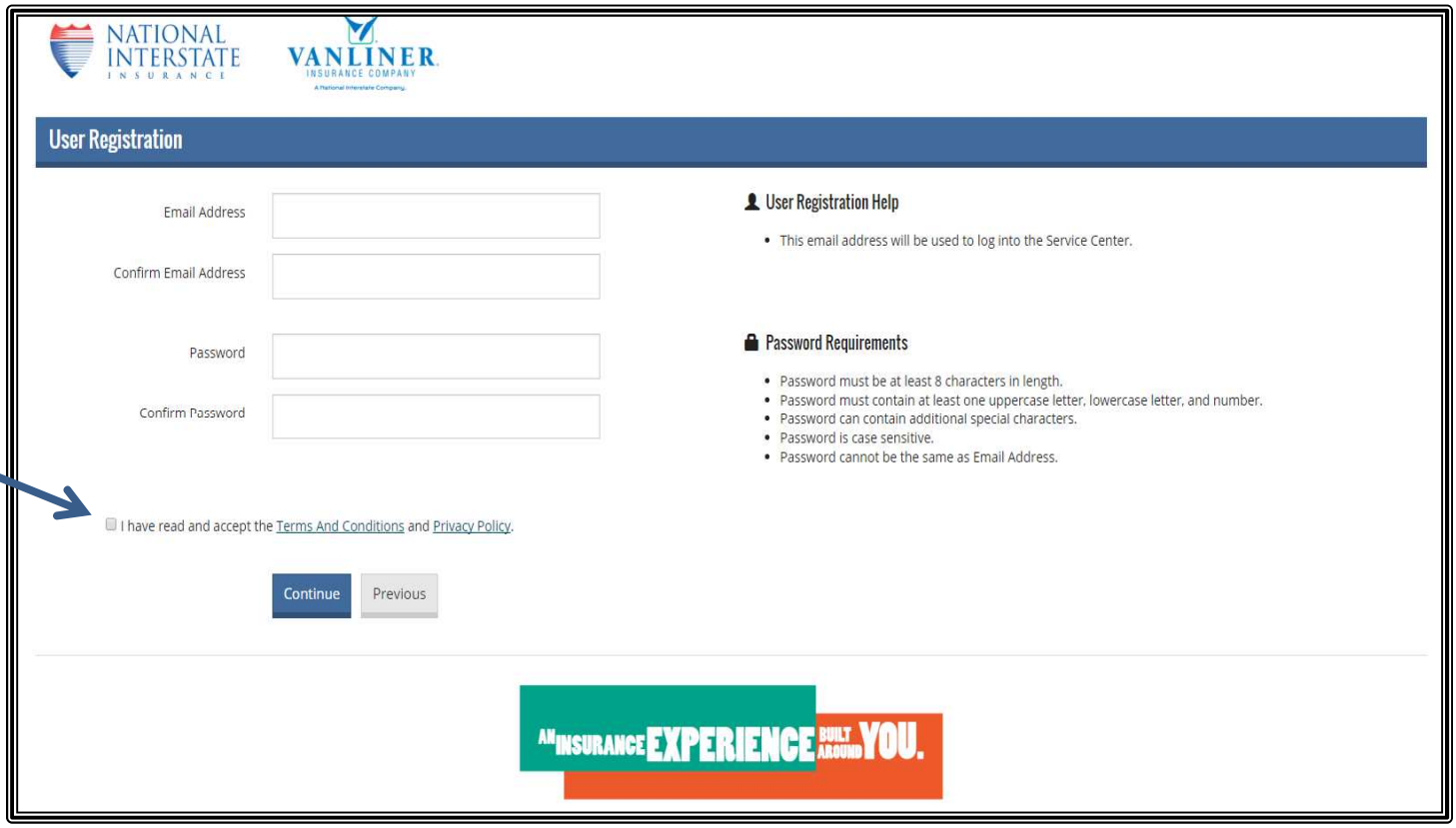
Create a password and enter it into the corresponding boxes. This will be your password for logging into the Service Center.

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**



STEP 4C **Confirm that you have read and accept the terms and conditions and privacy policy. When you have finished click "Continue":**



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.**