



NATIONAL
INTERSTATE
INSURANCE

Service Center Registration Instructions

AN INSURANCE EXPERIENCE BUILT AROUND YOU.

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 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, and Policy Module 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: ABC

Policy Number: 1234567

Policy Module: 00

Continue

Customer Number Help

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

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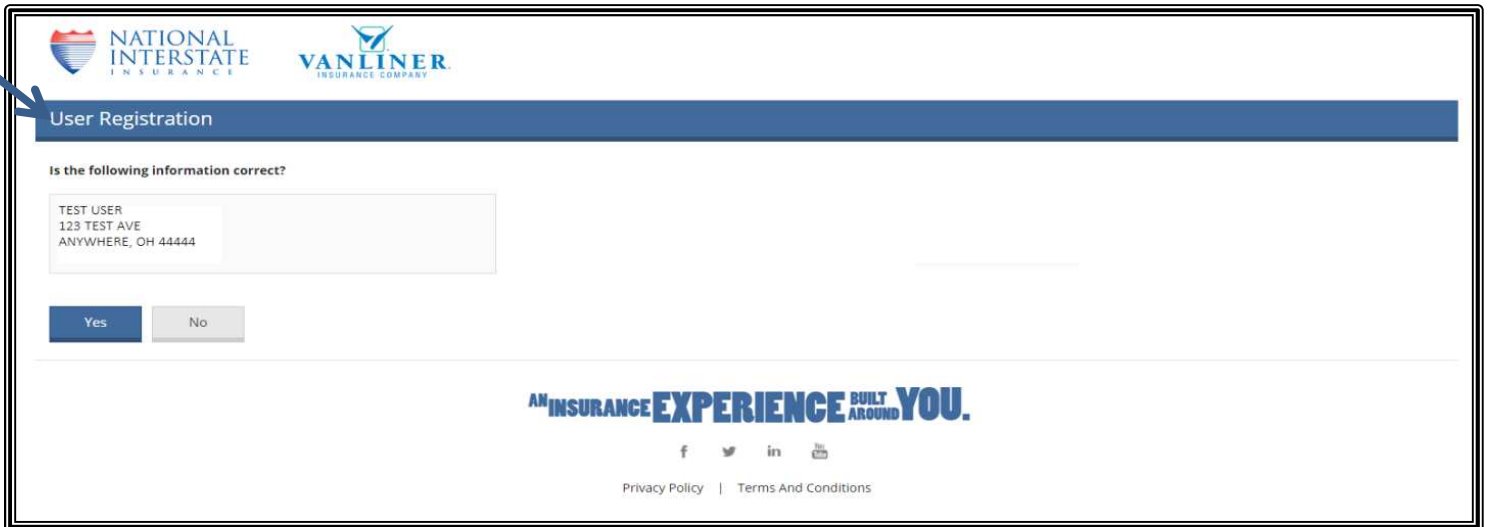
STEP 2b

<p><u>Customer Number</u></p>	<p>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.”</p>
<p><u>Policy Symbol</u></p>	<p>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: <u>ABC</u> 1234567-00</p>
<p><u>Policy Number</u></p>	<p>The policy number follows the policy symbol and consists of seven digits. It can be found within most insurance documents. Example: ABC <u>1234567</u>-00</p>
<p><u>Policy Module</u></p>	<p>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-<u>00</u></p>

***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:



The screenshot shows a web page titled "User Registration" for National Interstate Insurance and Vanliner Insurance Company. The page asks, "Is the following information correct?" and displays a text box containing the following information:

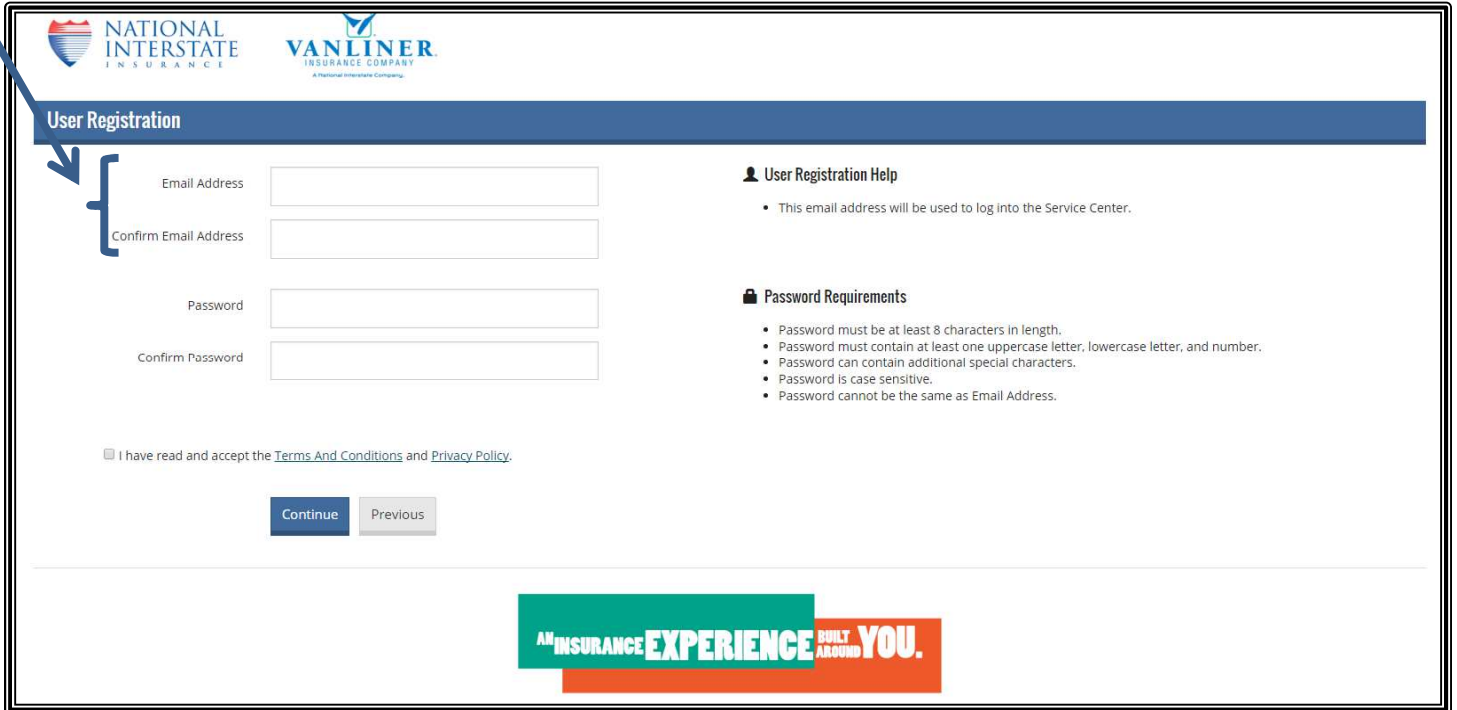
TEST USER
123 TEST AVE
ANYWHERE, OH 44444

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." and social media icons for Facebook, Twitter, LinkedIn, and YouTube. Below the icons are links for "Privacy Policy" and "Terms And Conditions".

- *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:



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

User Registration

Email Address

Confirm Email Address

Password

Confirm Password

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

User Registration Help

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

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 Email Address.

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***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**

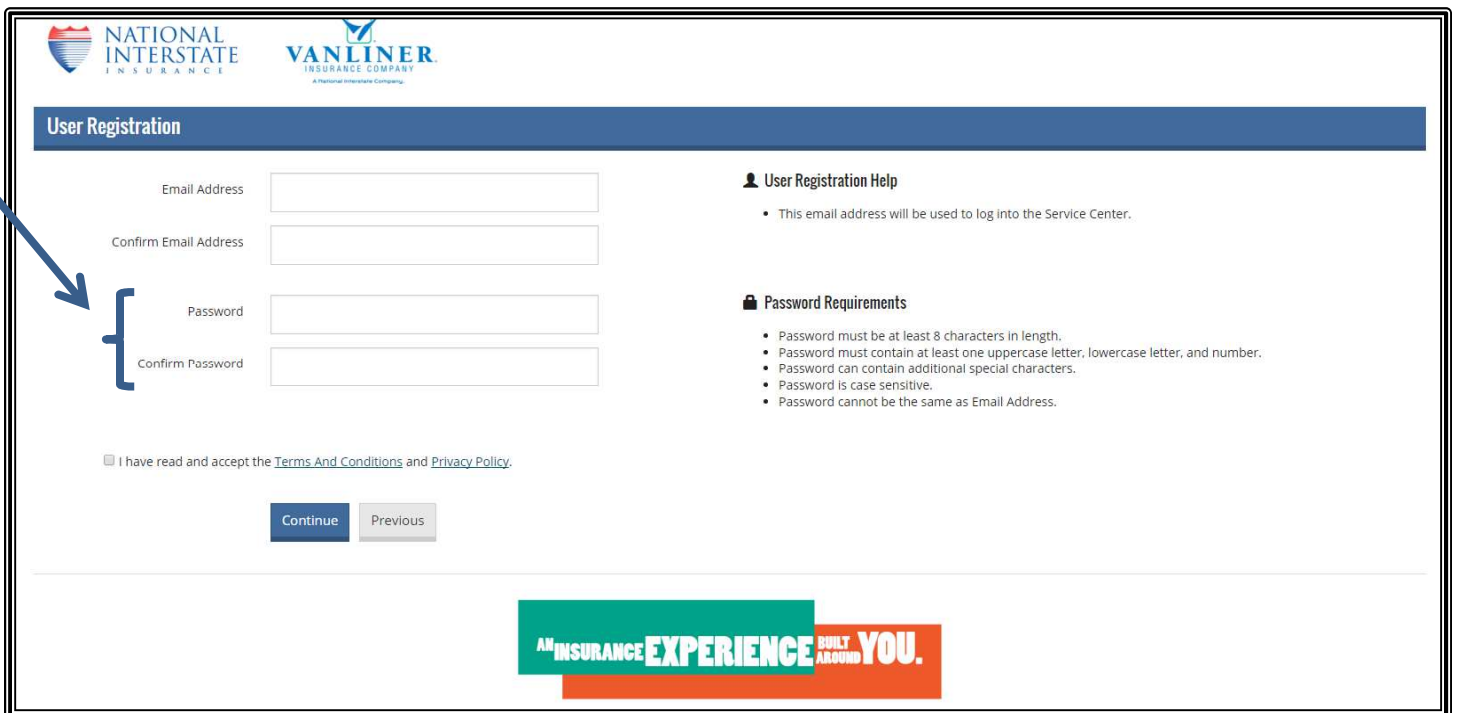
STEP 4b

Create a password and enter it into the corresponding

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

Password

Confirm Password

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

User Registration Help

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

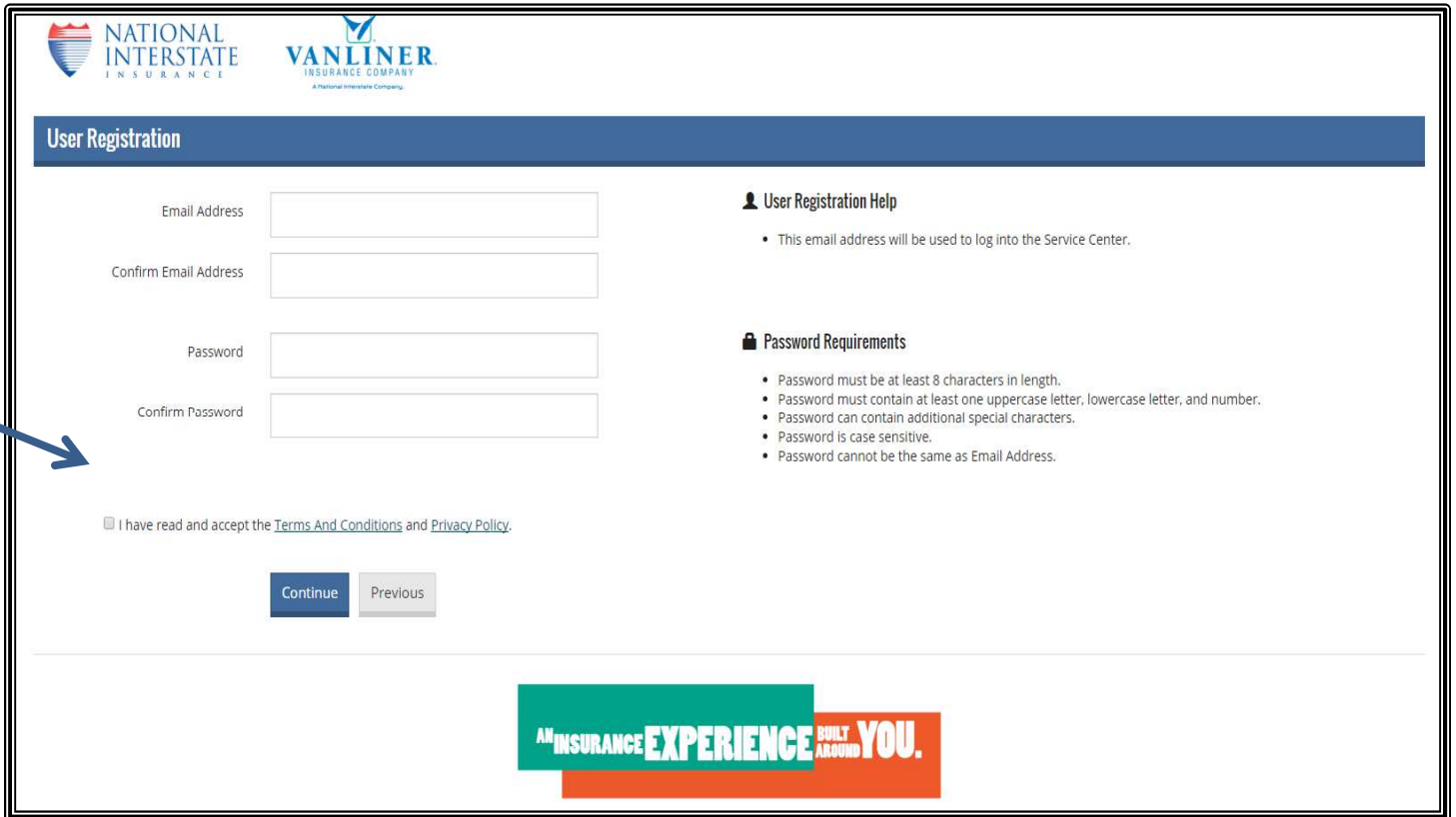
Password Requirements

- 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 Email Address.

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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”:



The screenshot shows the 'User Registration' page for National Interstate Insurance and Vanliner Insurance Company. The page includes a header with the company logos, a title bar 'User Registration', and a registration form. The form has four input fields: 'Email Address', 'Confirm Email Address', 'Password', and 'Confirm Password'. To the right of the form, there are two sections: 'User Registration Help' with a bullet point stating 'This email address will be used to log into the Service Center.', and 'Password Requirements' with 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 Email Address.' Below the form is a checkbox labeled 'I have read and accept the [Terms And Conditions](#) and [Privacy Policy](#).' At the bottom of the form are two buttons: 'Continue' (highlighted with a blue arrow) and 'Previous'. At the bottom of the page is a banner with the text 'AN INSURANCE EXPERIENCE BUILT AROUND YOU.'

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.



The screenshot shows the 'User Registration' page after successful registration. The page includes the same header and title bar as the previous screenshot. The main content area displays a message: 'Your registration is complete!' followed by 'Click [here](#) to login and get started!'. At the bottom of the page is the same banner: 'AN INSURANCE EXPERIENCE BUILT AROUND YOU.'