

PACIF Member Portal Is Getting an Upgrade

July 11, 2024

PACIF members like you have thousands of interactions with our in-house underwriting staff each year. You complete renewal applications, add or delete vehicles and properties, make changes to payroll, request certificates of coverage, or seek risk management guidance. We recognize that the current PACIF member portal makes it challenging to accomplish these tasks in one place.

Our all-new PACIF Member Portal will be launched this fall as part of a system-wide upgrade. The new portal will be user friendly and efficient, with the advanced functionality and information that you need.

What Does This Mean for You?

Logging into the new portal will be easy with “single sign-on”. You will not need a new or separate login. You’ll simply use your Municipal Access Portal (MAP) credentials to gain access. Every PACIF primary contact person will be a portal user by default. (Members interested in having more than one portal user should contact the underwriting team.)

Your first task in the new system will be to complete your 2025 PACIF renewal. During the renewal process, you’ll be able to easily answer the questions and make updates to vehicles and property, payroll, and coverage limits.

In 2025, additional features will be added, including the ability to

- Directly add or delete exposures (buildings, vehicles, payroll)

- Request and print certificates of insurance (COIs) and generate evidence of coverage certificates
- Generate reports, which will expand over time to add more options
- Access and print policy declarations, coverage documents, endorsements, and vehicle cards
- View financial transactions, invoices, and invoice credits
- View assigned risk information (for members that have volunteer fire/rescue departments)
- View information in widgets to help you quickly and easily see your trends over time
- Contact loss control consultants and the underwriting team
- Report claims

What's Next?

- **Mid-August:** Watch a video preview of the renewal process to get familiar with the new look.
- **Early September:** PACIF primary contacts verify their contact information and log in.
- **Mid-September:** PACIF primary contacts receive an email notification that the 2025 renewal application is active and they can complete the renewal application.

- **Early October:** 2025 renewal applications are due.
- **November – 2025:** More features become available, beginning with the ability to make exposure changes and access documents (COIs, etc.)

What's Most Exciting About the New PACIF Member Portal?

The updated system will be more intuitive and easier for members to use. As features are added, the portal will provide you with numerous self-serve options so you can quickly and easily do what you need to do.

We'll continue to improve and add to the portal based on your feedback. The goal is to provide members with a state-of-the-art online system that is easy to use and puts more detailed information at your fingertips.

Lastly, we are thankful to the members whose input helped us develop features for the new portal. As a member-owned organization, we are committed to providing services that *help* you.

Please stay tuned and reach out to the underwriting team at underwriting@vlct.org if you have questions or concerns. We will send more information as we get closer to launch, including login instructions and videos that demonstrate how to complete common tasks in the portal. As always, we are here to help.

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