



Farmers.com Online Enrollment / Registration Instructions

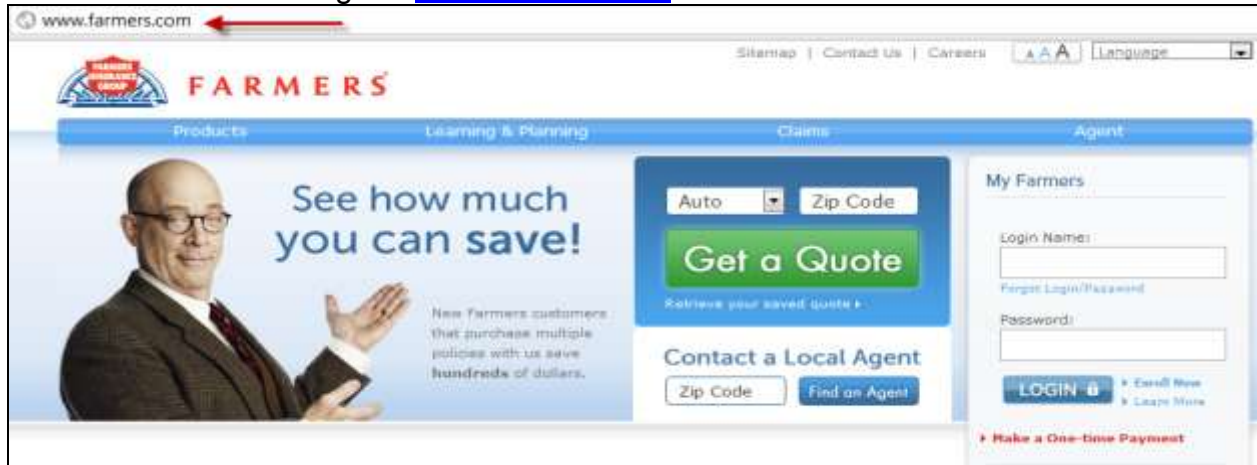
Table of Contents

Table of Contents.....	2
Section 1. Online Enrollment (Customer Walkthrough) Instructions	3
Section 2. Register Customer for Self Service on Farmers.com (Employee Enrollment for Customer) Instructions	6

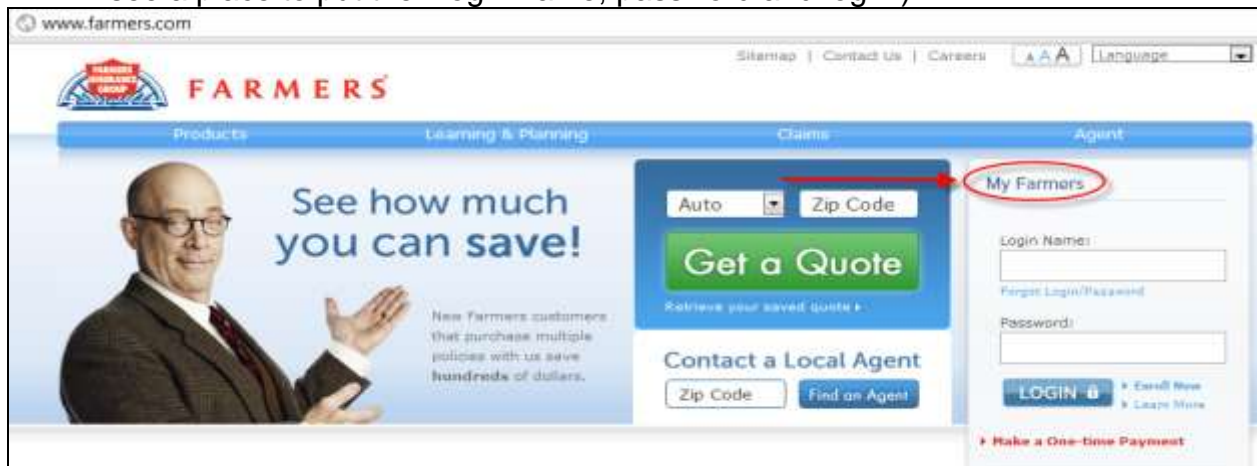
Section 1. Online Enrollment (Customer Walkthrough) Instructions

Note - If the customer locks the enrollment out for 24hrs, try using a different policy number to register with if there is more than one policy

1. Customer needs to go to www.farmers.com



2. Locate the **My Farmers** section the right hand side of the screen. (In this section they will see a place to put their login name, password and login.)




3. Click on enroll located under the log in button.



4. Once they click enroll, they will be brought to the first step. This will require them to input their policy number (with no state code or dashes and Texas will only be 8 digits), their last name, their date of birth (Except for California auto policy where the Driver License number is required).

Step 1: Personal Information

Step 2: Security Information



Enroll in 2 easy steps

Complete this secure process to create a username and password to manage your Farmers policies in one secured location.


Already enrolled?

If you have an online username and password for any of your Farmers policies, you do not need to re-register. [Click here](#) to log in.

Please enter the information below exactly as it appears on your policy.


* Policy # :  123456789

* Last Name :  DUFFIN

* Date of Birth :  August 06 1952

5. Customer will need to accept the terms and agreements and then continue.

Please enter the information below exactly as it appears on your policy.

* Policy # :  123456789

* Last Name : DUFFIN

* Date of Birth : August 06 1952

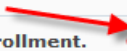
Please review the Terms and Conditions in order to continue with your Online Enrollment.

Please read these terms of use carefully before using this web site.

These terms were last updated on October 31, 2007.

These terms of use ("Legal Terms") describe the terms and conditions applicable to your access and use of the Farmers Insurance Group of Companies® or Farmers® ("Farmers" or the "Farmers companies") web site (the "Web Site"). By using this Web Site, you are accepting and agreeing to these Legal Terms. If you do not agree to all of these Legal Terms, do not use this Web Site. Farmers may modify this Web Site and the rules and regulations governing its access and use, at any time. Any modification will be included in these Legal Terms, so please check back when you use the Web Site. By continuing use of the Web Site after such changes are posted, you will be deemed to have accepted such changes.

Scope of Use

You must check the 'I Agree' box and hit continue to proceed with Online Enrollment.  ☒ **I Agree**

Cancel

Continue ▶

6. Then the customer will be asked to answer three security questions to verify their identity.

Security Questions

Your information security is important to us. Please answer the questions below to verify your identity

• **Which of the following vehicles have you recently owned, leased or co-signed?**

☐ 1999 Toyota Corolla

☐ 2000 Volkswagen Golf GL

☐ 2001 Chevrolet Silverado

☒ 2002 Chrysler PT Cruiser Touring

☐ 2005 Nissan Altima

☐ I have never been associated with any of these vehicles

• **According to your driver's license, approximately how tall are you?**

☐ 5 feet and 3 inches

☐ 5 feet and 7 inches

☐ 5 feet and 9 inches

☐ 5 feet and 11 inches

☐ 6 feet and 1 inches

☒ My height is not reported as any of these values

• **Which of the following street addresses in 'Torrance' have you ever lived at or been associated with?**

☐ 1558 W 68th St

☐ 1825 Moreau Way

☐ 21213 Hawthorne Blvd

☐ 23802 Continental Dr

☐ 5313 Briercrest Ave

☒ Either 1) None of the above or 2) I have never lived or owned property in this city

[Continue >](#)

7. Then the customer will be brought to the second page of the enrollment where they will need to enter the following information below:

- Choose and enter login name (min 6 digits, 1 letter & 1 number)
- Choose and enter password (min 6 digits, 1 letter & 1 number)
- Re-enter selected password
- Select a security question
- Enter the answer to the security question
- Re-enter security answer
- Enter e-mail address
- Re-enter e-mail address
- Enter phone number

8. After they are done filling out the information they will continue and the enrollment process will be complete. The customer will receive an email confirmation.

Section 2. Register Customer for Self Service on Farmers.com (Employee Enrollment for Customer) Instructions

Note - If the customer locks the enrollment out for 24hrs, try using a different policy number to register with if there is more than one policy

1. From the customer view screen



Farmers Agency Dashboard
Customer View Click Find a Customer: Name, Plcy#, Acc# advanced search go
Household Summary ? Agent: YOUR NAME Exit

Please note: Flood policy information is not available in Customer View.

JOHN SMITH & JANE SMITH Household

Customer Profile						
Name/e-mail	Date of Birth	Relation	Out of HH Reason	Address	Phone	Customer Inquiry
JOHN SMITH	Apr. 04, 1960	SELF		USA (multiple addresses)	210-555-5555	View Home Page
JANE SMITH	Nov. 21, 1962	SPOUSE				

[Register Customer for Self Service on Farmers.com](#)

2. Locate the “**Register Customer for Self Service on Farmer.com,**” and click the link.



Farmers Agency Dashboard
Customer View Find a Customer: Name, Plcy#, Acc# advanced search go
Household Summary ? Agent: YOUR NAME Exit

Please note: Flood policy information is not available in Customer View.

JOHN SMITH & JANE SMITH Household

Customer Profile						
Name/e-mail	Date of Birth	Relation	Out of HH Reason	Address	Phone	Customer Inquiry
JOHN SMITH	Apr. 04, 1960	SELF		USA (multiple addresses)	210-555-5555	View Home Page
JANE SMITH	Nov. 21, 1962	SPOUSE				

Click [Register Customer for Self Service on Farmers.com](#)

3. This will open up a window that displays the customer enrollment form. This form is different than what the customer sees online. Select what policy the insured would like to register with. **Auto, Home or Life**

FARMERS [Contact Us](#)

Step 1: Personal Information | Step 2: Security Information | Step 3: Terms and Conditions

Ready to register? The username and password you create will allow you to access and manage all your Farmers Auto, Home and Life policies in one secured location.

Already registered? If you have an on-line username and password for any of your Farmers Auto, Home or Life policy, you do not need to re-register. [Click here](#) to log in.

Please select a policy you would like to register with: ☒ Auto ☐ Home ☐ Life

Please enter the information below exactly as it appears on your policy.

Policy Information	Personal Information
* Auto Policy #: <input type="text"/>	* First Name: <input type="text"/>
* Address: <input type="text"/>	* Last Name: <input type="text"/>
* City: <input type="text"/>	* Date of Birth: Mon <input type="text"/> Da' <input type="text"/> Year <input type="text"/>
* State: --Select-- <input type="text"/>	* Phone: <input type="text"/> - <input type="text"/> - <input type="text"/>
* Zip code: <input type="text"/>	* E-mail: <input type="text"/>
	* E-mail Confirmation: <input type="text"/>

[Cancel](#) [Continue](#)

Instructions:

When filling out the information on the form, use the information for the customer listed in the household summary. This will allow you to have the most accurate information to register the customer.

Fill out the fields located on the form:

- Enter the policy number
- Enter the address that is located in the customer profile
- Enter the state for the address
- Enter the zip code

Personal Information

- Enter the name of the customer
- Enter the date of birth
- Enter the customers phone number
- Enter the customer email address. This is the email address where they will receive a temporary password
- Re-enter the customer email address.

4. Then click continue.

The screenshot shows the Farmers Insurance Group registration page. At the top, the Farmers logo is on the left and a "Contact Us" link is on the right. Below the logo, there are three tabs: "Step 1: Personal Information" (highlighted in red), "Step 2: Security Information", and "Step 3: Terms and Conditions".

Below the tabs, there is a light blue box with the following text:

Ready to register? The username and password you create will allow you to access and manage all your Farmers Auto, Home and Life policies in one secured location.

Already registered? If you have an on-line username and password for any of your Farmers Auto, Home or Life policy, you do not need to re-register. [Click here](#) to log in.

Below this box, it says: "Please select a policy you would like to register with:" followed by three radio buttons: "Auto" (selected), "Home", and "Life".

Below the radio buttons, it says: "Please enter the information below exactly as it appears on your policy."

The form is divided into two columns:

- Policy Information:**
 - * Auto Policy #: [text input with a question mark icon]
 - * Address: [text input]
 - * City: [text input]
 - * State: [dropdown menu showing "--Select--"]
 - * Zip code: [text input]
- Personal Information:**
 - * First Name: [text input]
 - * Last Name: [text input]
 - * Date of Birth: [Month dropdown: Mon] [Day dropdown: Da] [Year dropdown: Year]
 - * Phone: [text input] - [text input] - [text input]
 - * E-mail: [text input]
 - * E-mail Confirmation: [text input]

At the bottom of the form, there are two buttons: "Cancel" (blue) and "Continue" (green). A red arrow with the word "Click" points to the "Continue" button.

5. Have the insured choose a login name ***Min 6 digits, 1 letter & 1 number**

FARMERS [Contact Us](#)

Step 1: Personal Information | **Step 2: Security Information** | Step 3: Terms and Conditions

Create a Username & Password

* Username:

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6. Then click continue.

FARMERS [Contact Us](#)

Step 1: Personal Information | **Step 2: Security Information** | Step 3: Terms and Conditions

Create a Username & Password

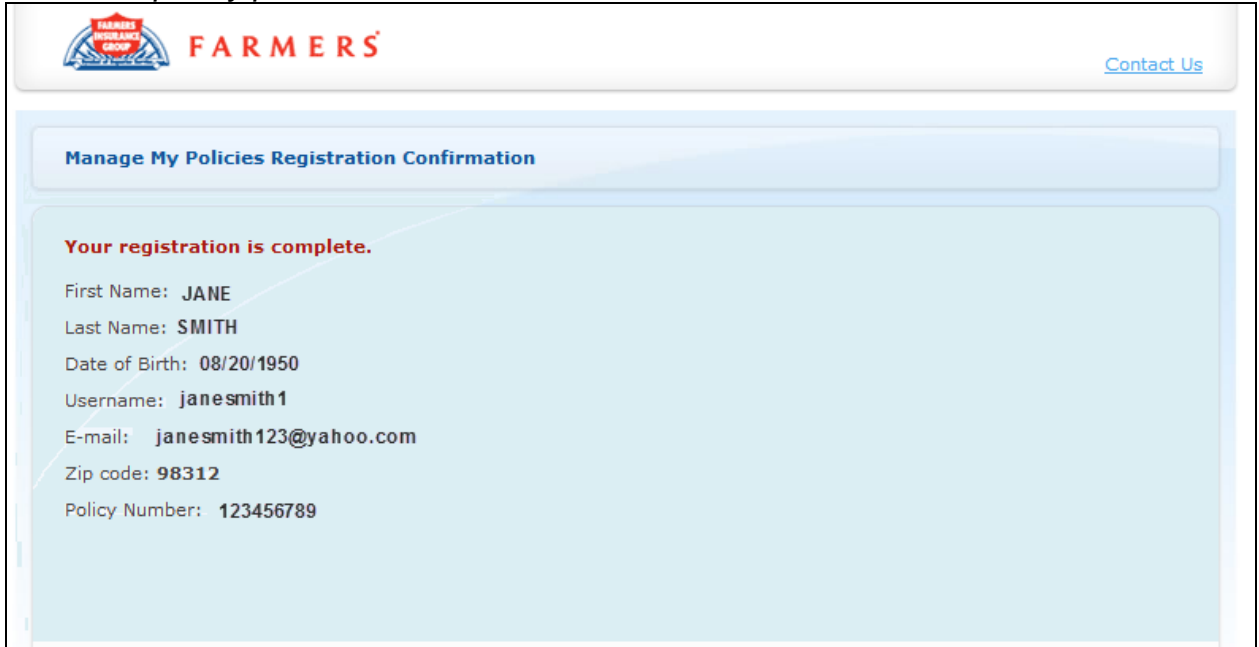
* Username:

Click

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7. If the Username meets all the requirements it will bring you to this page and you will see the customer's enrollment information.

**Their temporary password will be sent to their email address.*



The screenshot shows a web page for Farmers' Insurance Group. At the top left is the Farmers' logo, and at the top right is a "Contact Us" link. Below the header is a section titled "Manage My Policies Registration Confirmation". The main content area has a light blue background and contains the following text:

Your registration is complete.

First Name: JANE
Last Name: SMITH
Date of Birth: 08/20/1950
Username: janesmith1
E-mail: janesmith123@yahoo.com
Zip code: 98312
Policy Number: 123456789

Instructions:

The customer will need to use the login name and temporary password from their email to log in. The system will automatically prompt them to change their password, by first entering in the temporary password and then creating their own. Passwords follow the same rule as usernames a minimum six characters and at least one number and one letter.

Then they will be prompted to select a security question and answer.

Then the customer will accept the terms and agreements and the registration will be complete.

