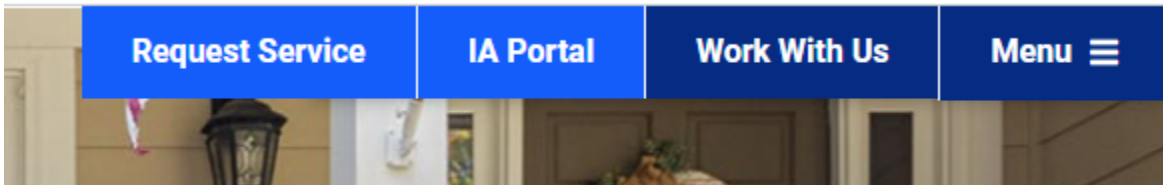


Steps for Independent Adjusters (IA's) to access the Portal and Process Credit Card Payments

- Click on URL: <https://hancockclaims.com/>
- Then Click – IA Portal – top Right of the web page



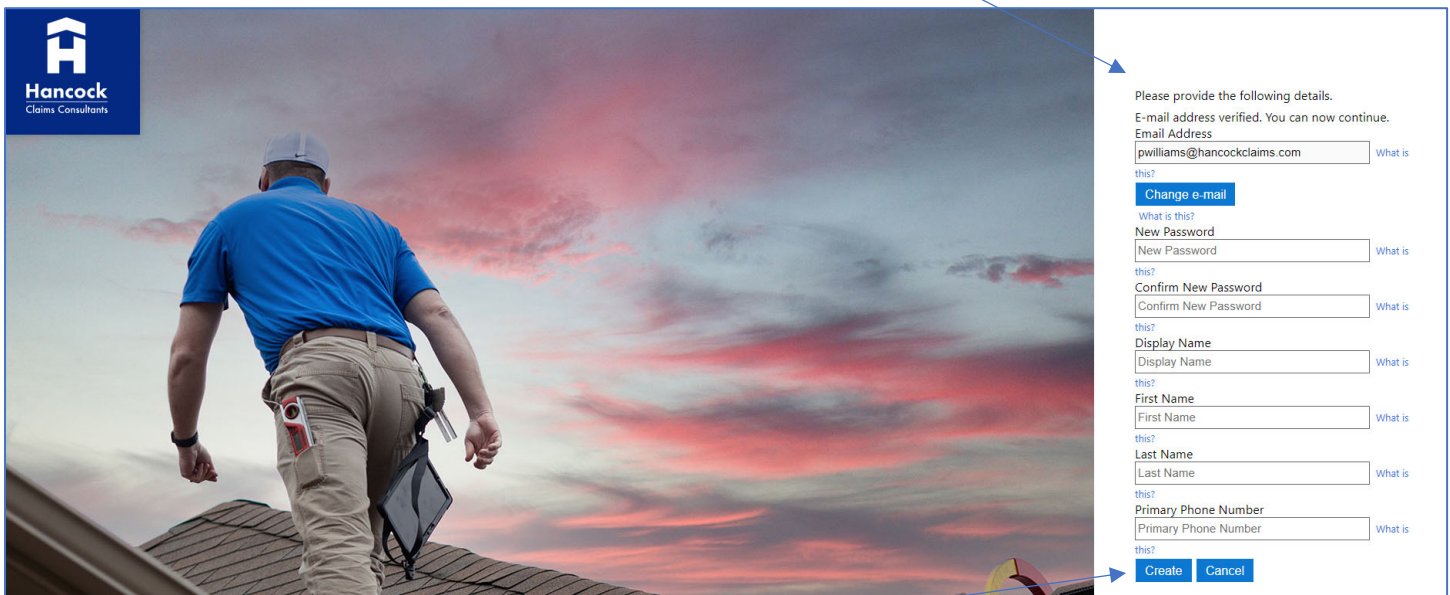
- This will take you to the Login Page

- If this is your first time – click on the Sign up now hyperlink.

- Enter your email address and then click on the Send Verification Code Link
- Once you have clicked on this box – go check your inbox for an email with the verification code

- Click Verify Code

- Then at the top of the page – you will receive this message
 - *Email address verified. You can now continue.*



Hancock
Claims Consultants

Please provide the following details.
E-mail address verified. You can now continue.

Email Address
pwilliams@hancockclaims.com What is this?

[Change e-mail](#)

What is this?

New Password What is this?

Confirm New Password What is this?

Display Name What is this?

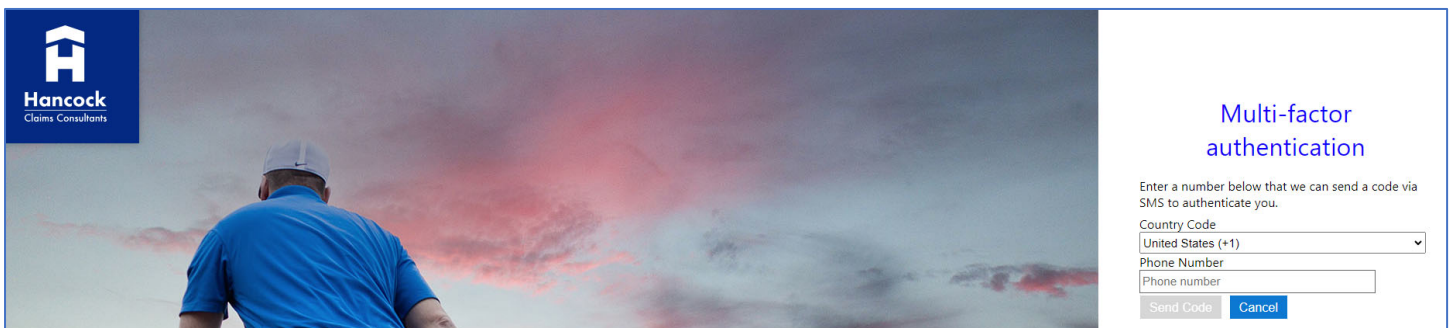
First Name What is this?

Last Name What is this?

Primary Phone Number What is this?

[Create](#) [Cancel](#)

- Finish completing the form and select Create



Hancock
Claims Consultants

Multi-factor authentication

Enter a number below that we can send a code via SMS to authenticate you.

Country Code
United States (+1) ▼

Phone Number
Phone number

[Send Code](#) [Cancel](#)

- Multi-factor authentication is required
- Input your mobile number to send code – click Send Code

Billing Information

First Name

Last Name

Address

City

State

Zip

Payment Information



Credit Card Number

Exp. Date

Security Code

Name on card

☐ I agree to the [terms and conditions](#).

Submit

- Enter in your billing information as requested above and Click Submit. (you will only have to do this one time)
- This will bring you to the Hancock Portal Dashboard

Claims

[Map Mode](#) [Schedule Mode](#)

[Reset Filters](#)

Claim Number	Status	Inspection D...	Service Types	Address	Technician Name	Download Menu
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

No records available

Claims By Status

[Reset Filters](#)

October 2023

< Today >

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14



- Top Right is New Claim to schedule a New Claim – this is the same process as the website.

- Enter in Zip Code to confirm coverage and follow the instructions.
- Click Make a Payment from the Portal

Make a Payment

Note: For any questions regarding your account, please contact the billing department at 770-800-6582.

1 Adjuster Information

2 Billing & Payment Information

Adjuster Information

Adjuster Name

Tricia Williams

Company Name

Claim Chasers

Email Address

pwilliams@hancockclaims.com

Phone Number

(177) 090-6074

Invoice Number(s)

123456789, 789456123

If paying multiple invoices, separate numbers with comma(s)

Claims Number(s)

If paying multiple claims, separate numbers with comma(s)

Notes

Pay full balance on the invoices listed above

Next →

- Put in the payment amount and everything else will pre-populate from the user profile including the payment method.
- Claim Number is required to process payment

Make a Payment

Note: For any questions regarding your account, please contact the billing department at 770-800-6582.

1 Adjuster Information

2 Billing & Payment Information

Billing Information

[Update Billing Information](#)

Payment Amount

\$ 250.00

First Name

Tricia

Last Name

Williams

Street Address

10190 Bluejack Ct

City

Roswell

State

GA

Zip

30076

Payment Method



Discover

Credit Card Number

XXXX0012

[Previous](#)[Pay Now](#)

- If you need to update your billing information click Update Billing Information
- If everything is correct – click Pay Now.