

We are thrilled to announce the launch of our new PGCS “Preferred Claims” Portal as of 5/1/24. It was carefully designed to transform and enhance your claims management experience. This portal has been tailored to meet your specific needs, offering a range of features that will empower you to manage your claims more efficiently and effectively. Below, we highlight each feature and how it can benefit you:

1. **Report a Claim Instantly:** With just a few clicks, you can report a new claim directly through the portal. This feature streamlines the reporting process, ensuring your claim is processed quickly so you can focus on what matters most.
2. **Comprehensive Claim Information at Your Fingertips:** Gain access to all claim-related information, including notes, reserves, and payments. This transparency allows you to stay informed about the status of your claim at every stage, facilitating better communication and understanding.
3. **Customizable Grid Reports:** The portal introduces an innovative way to view Grid Reports. Not only can you access predefined reports, but you also have the ability to create custom reports that can be saved for future use. This feature enables you to analyze your data in ways that align with your specific needs and objectives, offering insights that can drive strategic decisions.
4. **Advanced Reporting Tools:** Access a suite of advanced reporting tools that allow you to pull comprehensive reports, such as loss runs and claims trends. These tools provide you with valuable insights into your claim’s history and patterns, helping you to identify potential areas for improvement and to strategize effectively for risk management.

Each of these features has been carefully developed with your needs in mind, aiming to provide a seamless and user-friendly experience.

Getting Started:

- **Existing Users:** If you already have a login to the old site, please use the same credentials to access the new Customer Portal. Your account and data have been seamlessly migrated to ensure a smooth transition.
- **New Users:** If you do not have an account, please select the “Register” option on the portal’s login page. Follow the registration process to create your account.

To ensure you can take full advantage of these great features, a **user guide and pre-recorded demo** will be available on the site at <https://pgcsclaims.com> or <https://app.pgcs-tpa.com>. You can access these resources via the menu once logged in.

Additional Support:

Members and Agents can schedule a live demo or have their questions answered by contacting their respective account manager at PGCS.

Thank you for choosing us as your trusted partner.