

# CSR24 – Insured Portal Login Instructions

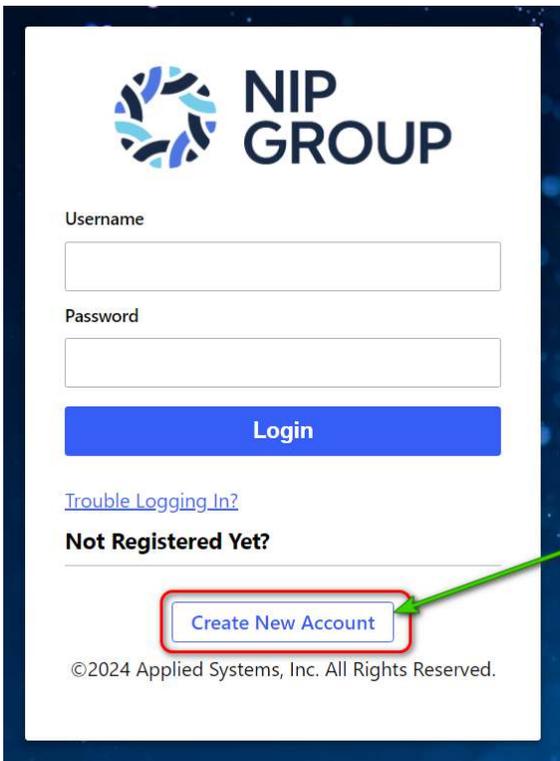


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## Accessing CSR24 – Insured Portal for the first time

1. To access the CSR24 Insured Portal via your browser (i.e. Microsoft Edge or Google Chrome),
  - a. Type URL: <http://nipgroup.com/portal>
2. If you are accessing our CSR24 – Insured Portal for the first time, please click on the “**Create New Account**” button. Otherwise, enter your Username/email address and password.



**NIP GROUP**

Username

Password

Login

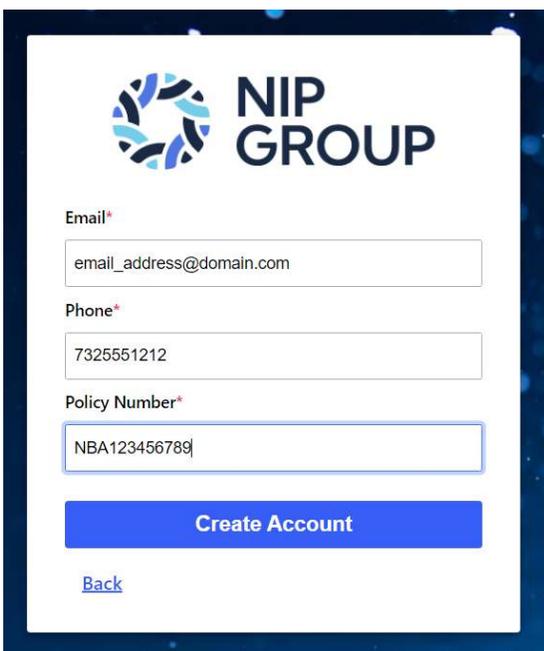
[Trouble Logging In?](#)

**Not Registered Yet?**

Create New Account

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3. You will need to enter your (a.) email address on file, (b.) your phone # on file, and (c.) an active policy in our system. Then click on the “**Create Account**” button. **Note: Please contact your Broker if you have any questions.**



**NIP GROUP**

Email\*

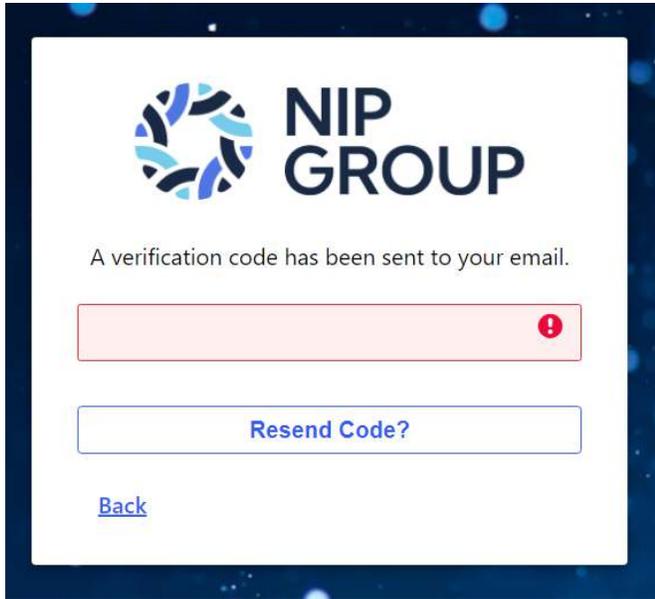
Phone\*

Policy Number\*

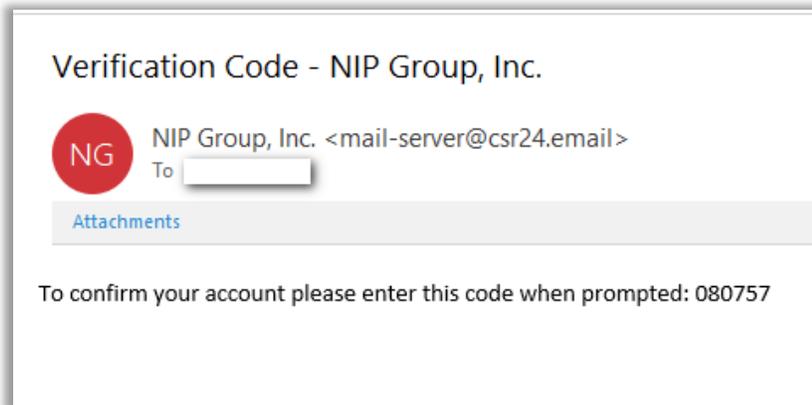
Create Account

[Back](#)

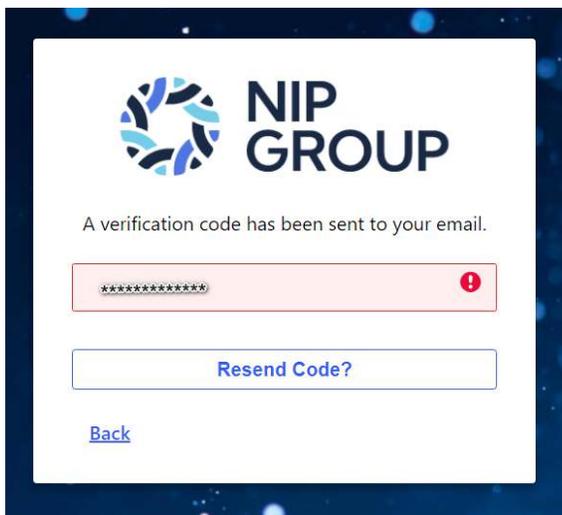
4. A verification code will be sent to your email address.



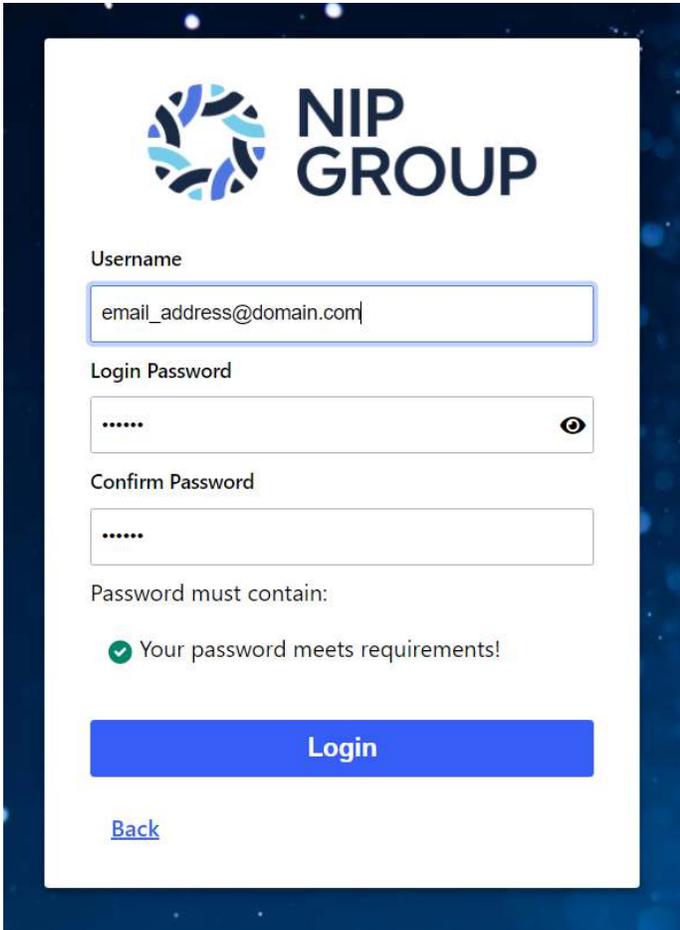
5. You will receive an email that looks like the below example.



6. Enter the Verification Code in the space provided.



7. Enter your (a.) email address, (b.) login password, and (c.) confirm password. Then click on the “Login” button.



**NIP GROUP**

Username  
email\_address@domain.com

Login Password  
.....

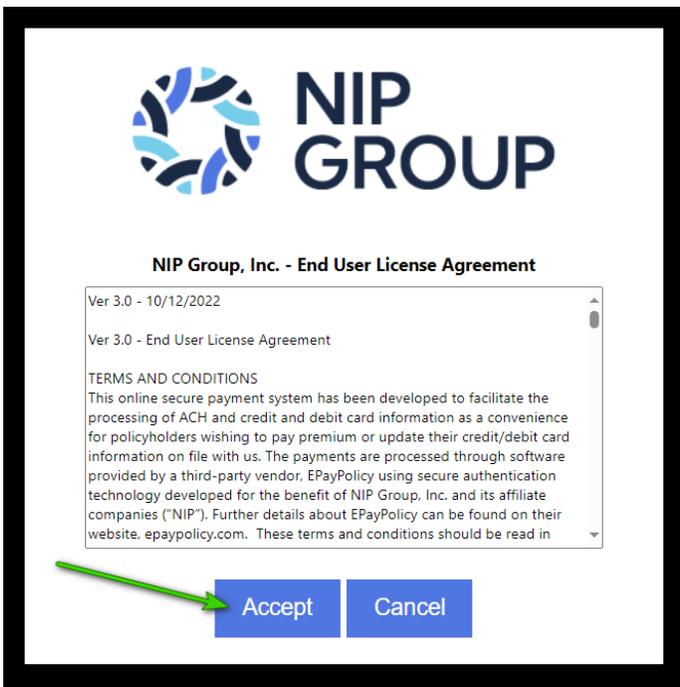
Confirm Password  
.....

Password must contain:  
✔ Your password meets requirements!

**Login**

[Back](#)

8. To continue, you must accept NIP Group’s End User License Agreement (EULA) by clicking on the “Accept” button.



**NIP GROUP**

**NIP Group, Inc. - End User License Agreement**

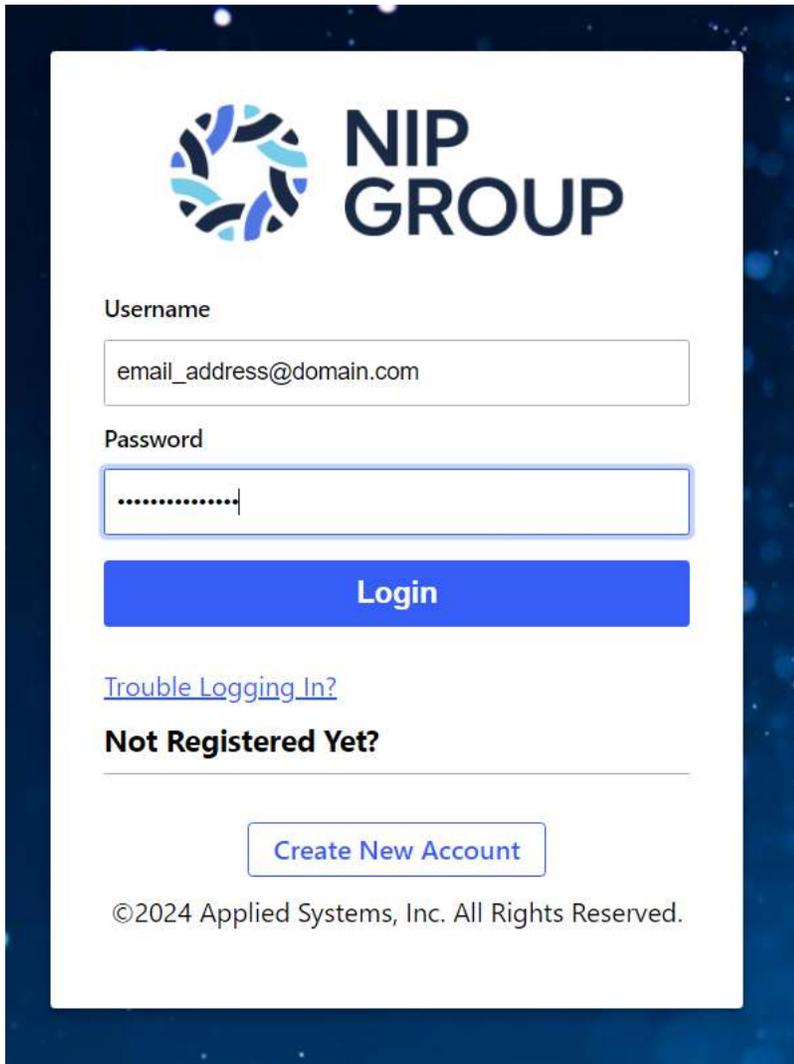
Ver 3.0 - 10/12/2022

Ver 3.0 - End User License Agreement

TERMS AND CONDITIONS  
This online secure payment system has been developed to facilitate the processing of ACH and credit and debit card information as a convenience for policyholders wishing to pay premium or update their credit/debit card information on file with us. The payments are processed through software provided by a third-party vendor, EPayPolicy using secure authentication technology developed for the benefit of NIP Group, Inc. and its affiliate companies (“NIP”). Further details about EPayPolicy can be found on their website, epaypolicy.com. These terms and conditions should be read in

**Accept** **Cancel**

9. You will now be able to login to the CSR24 – Insured Login portal. Enter your (a.) email address and (b.) password. Then click on the “**Login**” button.



 **NIP  
GROUP**

Username

Password

**Login**

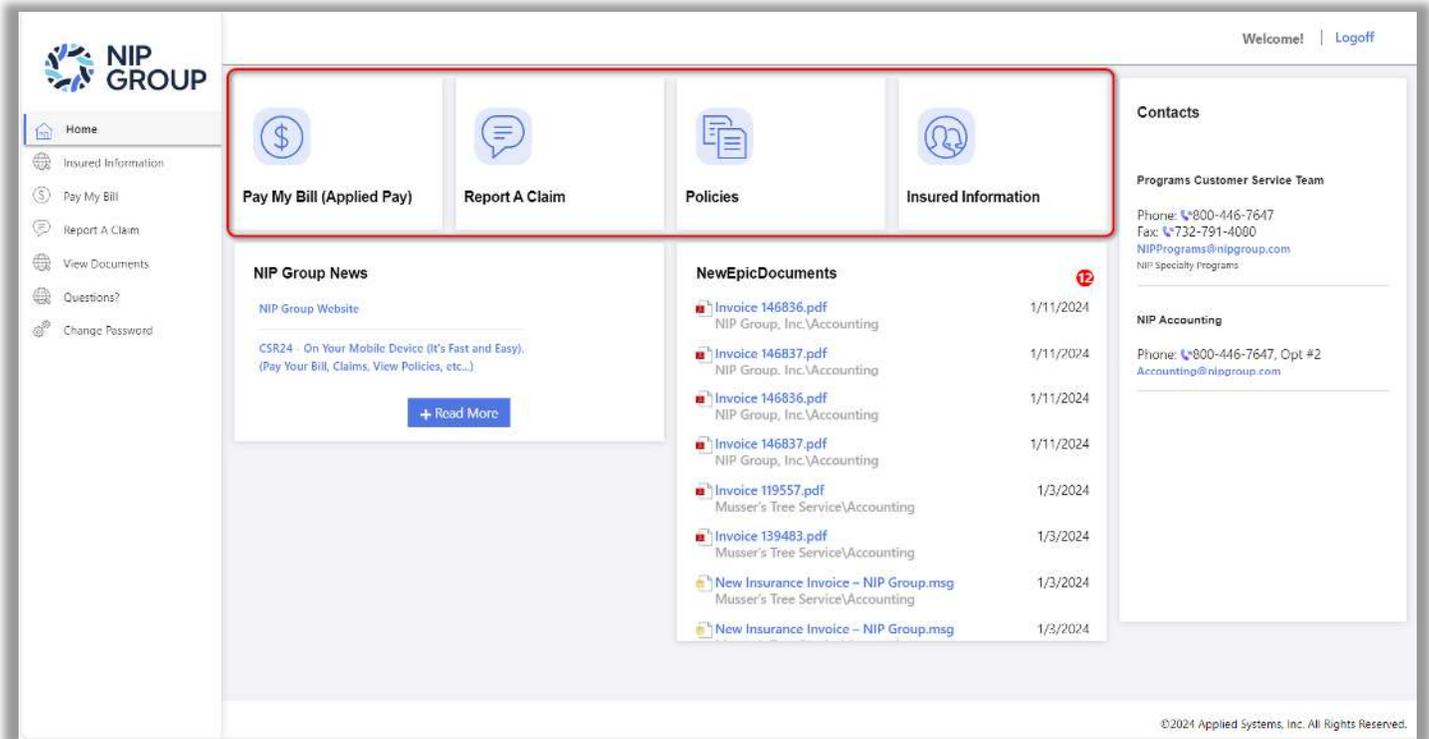
[Trouble Logging In?](#)

**Not Registered Yet?**

[Create New Account](#)

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# Layout of the CSR24 – Insured Portal Home Page

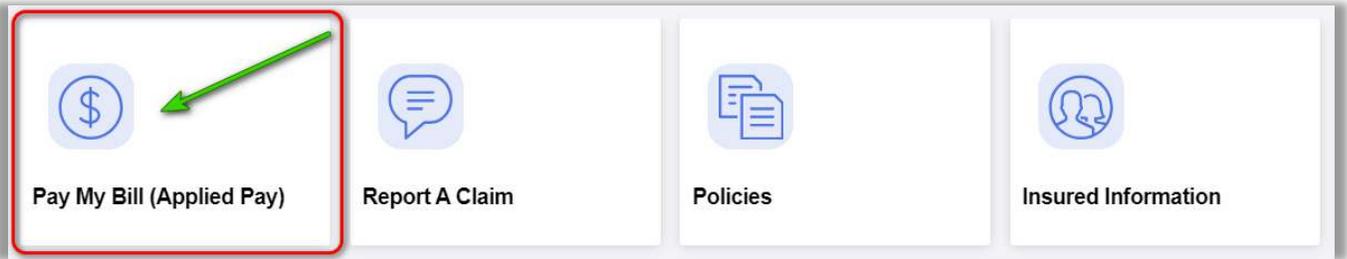


1. Once logged into CSR24 Insured Portal, you will come to the CSR24 Home Page. Notice the following areas.

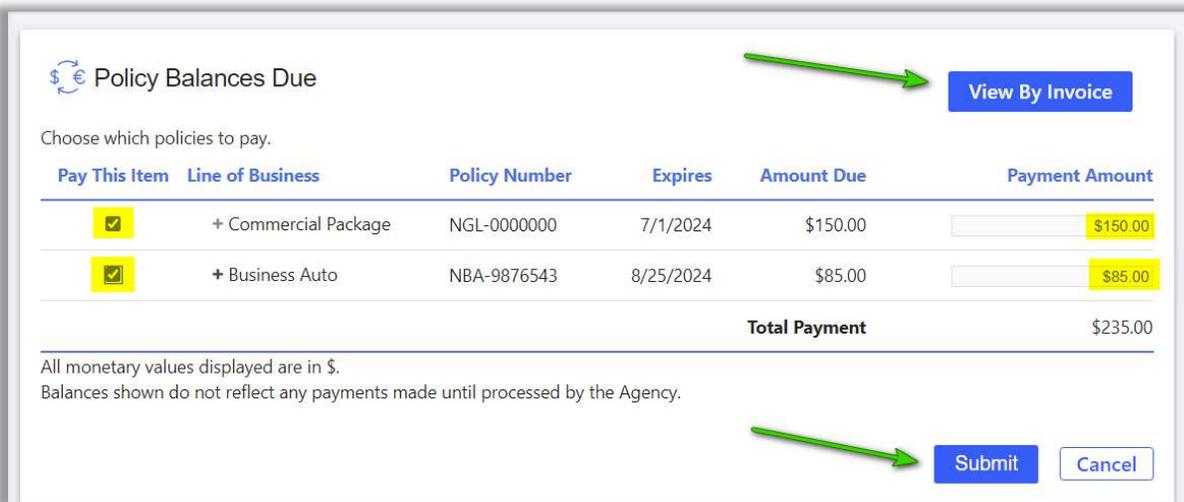
- a. 4 Tile options (On Top):
  - i. Pay My Bill (Applied Pay)
  - ii. Report A Claim
  - iii. Policies
  - iv. Insured Information
- b. Menu choices (On the left-hand side)
  - i. Insured Information
  - ii. Pay My Bill
  - iii. Report A Claim
  - iv. View Documents
  - v. Questions?
  - vi. Change Password
- c. Contacts (On the right-hand side)
  - i. Programs Customer Service
  - ii. NIP Accounting
- d. NIP Group News
  - i. Links to NIP Group Website
  - ii. Company Notifications \*
- e. New Epic Documents
  - i. See documents (i.e. invoices, etc...)

# CSR24 – Make A Payment

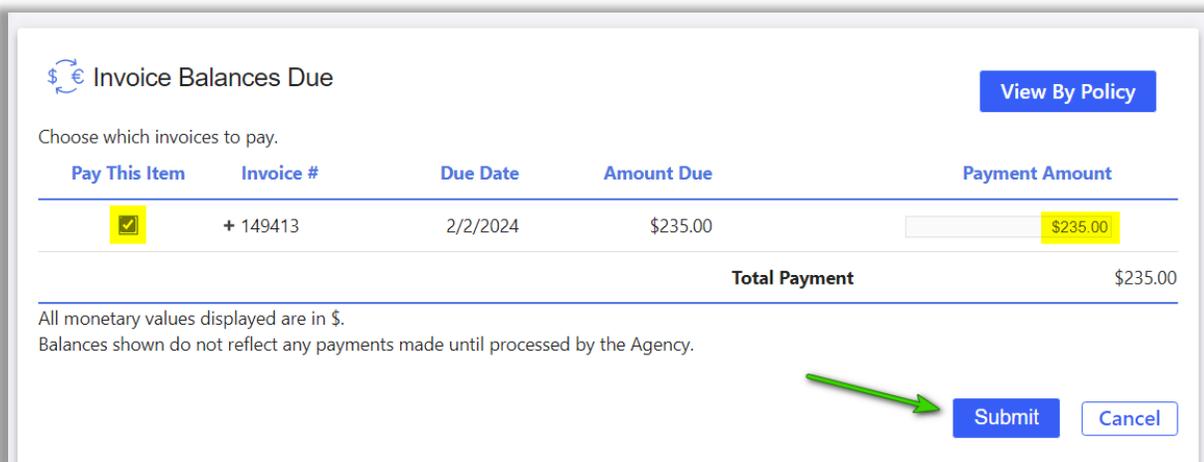
1. To make a payment, click on **“Pay My Bill (Applied Pay)”** on the 1<sup>st</sup> Tile, or left hand-side.



2. The screen will default to **“Policy Balances Due”**.
  - a. Click **“Pay This Item”** (checkbox) for Payment Amount to show (on right-side). Then click on **“Submit”** button.
  - b. Otherwise, if you want to View By Invoice, click on **“View By Invoice”** button.



3. The screen will now display **“Invoice Balances Due”**
  - a. Click **“Pay This Item”** (checkbox) for Payment Amount to show (on right-side). Then click on **“Submit”** button.



4. To Pay Invoices click on (Checkbox) disclaimer. Then click on “Pay Now” button.

**Invoices Paid**

Invoice #	Due Date	Payment Amount
149413	2/2/2024	\$235.00
Subtotal		\$235.00

There may be fees associated with this payment. Once you submit your payment, it will be processed immediately. Payment does not necessarily reinstate your policy until you hear back from your agent!

All monetary values displayed are in USD.  
Balances shown do not reflect any payments made until processed by the Agency.

[Pay Now](#) [Cancel](#)

5. **Make A Payment** page will display.

- a. Pay by Credit Card (Will be the default). (A fee of 3.5% will be applied).
- b. Enter your credit card information and click on the “Pay” button. Or...

**NIP GROUP**

**Make a Payment**  
Enter your payment information below.

First Name \* [ ] Last Name \* [Craig Jacobs]  
Business Name [Mase Test 2 Co.]  
Email Address \* [cjacobs@nipgroup.com]

Reference Number: 0709c6bf-1b58-4c3a-822f-df...  
Policy Number: NGL 0000000  
Policy Number: NDA-9876543  
Description: [ ]

Subtotal: \$235.00  
Fee: \$8.23  
Your Total: \$243.23

**Payment Method**

Use Payment Method on File

Credit Card

All fields are required unless marked otherwise.

Card Number: [1234 5678 9012 3456]  
Expire date: [MM/YY] [ ] Security code: [3 digits] [ ]

[Pay](#)

ACH Direct Debit

[Cancel this Payment](#)

If a Convenience Fee is shown above, our systems platform provider, Applied Systems, Inc., will apply a NonRefundable fee or charge to the total transaction amount payable by you to the extent you elect to make a payment using a credit or debit card or through an ACH transaction. If you do not wish to pay the convenience fee, please contact NIP Group, Inc. for other payment method options.

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- c. Click on “ACH Direct Debit” radio button option. (A fee of \$4.00 will be applied).
- d. Enter (a.) Account Holder Name, (b.) Account Number, (c.) ABA Routing Number, and click on “Pay” button.



## Make a Payment

Enter your payment information below.

<b>First Name*</b> <input type="text"/>	<b>Last Name*</b> <input type="text" value="Craig Jacobs"/>
<b>Business Name</b> <input type="text" value="Mase Test 2 Co."/>	
<b>Email Address*</b> <input type="text" value="cjacobs@nipgroup.com"/>	

<b>Reference Number</b>	0709c6bf-1b58-4c3a-822f-cf...
<b>Policy Number</b>	NGL-0000000
<b>Policy Number</b>	NBA-9876543
<b>Description</b>	
Subtotal	\$235.00
Fee	\$4.00
<b>Your Total</b>	<b>\$239.00</b>

### Payment Method

Use Payment Method on File

 Credit Card    +2

 **ACH Direct Debit** 

All fields are required unless marked otherwise.

**BANK ACCOUNT**

Account holder name

Account number  ABA routing number

Pay

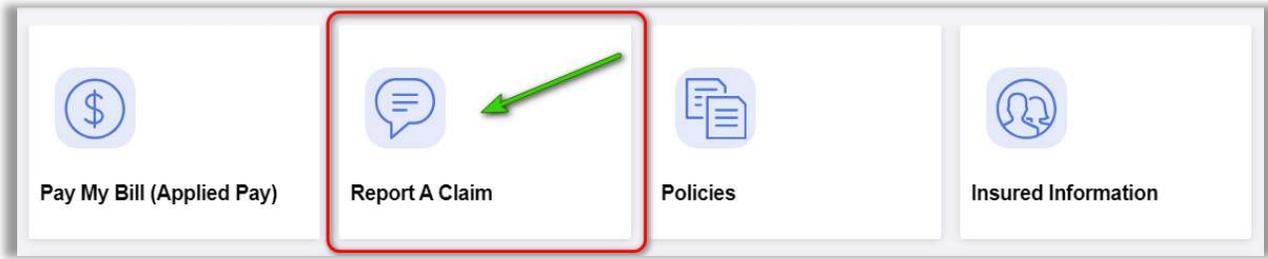
[Cancel this Payment](#)

If a Convenience Fee is shown above, our systems platform provider, Applied Systems, Inc., will apply a Non-Refundable fee or charge to the total transaction amount payable by you to the extent you elect to make a payment using a credit or debit card or through an ACH transaction. If you do not wish to pay the convenience fee, please contact NIP Group, Inc. for other payment method options.

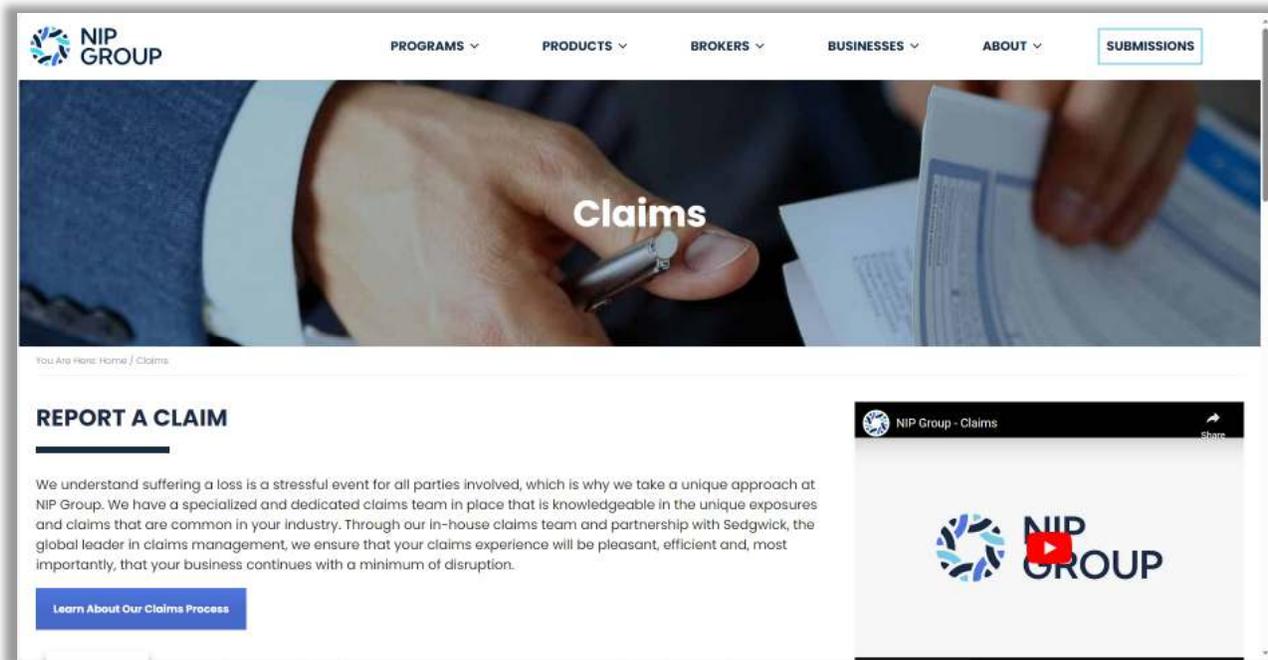
Copyright © NIP Group, Inc. 2024

# CSR24 – Report A Claim

1. To report a claim, click on “**Report A Claim**” on the 2<sup>nd</sup> Tile from the left.



2. You will be rerouted to the NIP Group Claims website.



# CSR24 – Insured Policies

1. To see Insured’s Policy Information, click “Policies” on the 3<sup>rd</sup> Tile from the left.



- 2. You will see all active policies listed.
  - a. Click on a Policy record to view more information.
  - b. If there are “Documents” to view, you can click on the “Documents” icon.

The screenshot shows a search interface titled 'Select Policy'. It includes a dropdown menu for 'All Policy Types', a text input for 'Policy Number', and a 'Find' button. Below is a table with the following data:

Policy Type	Policy Number	Inception	Expiration	Carrier	Documents
Business Auto	NBA-9876543-VOID	8/25/2023	8/25/2024	Chubb Custom Market, Inc.	
Commercial General Liability	NGL-0000000-VOID	7/1/2023	7/1/2024	Chubb Custom Market, Inc.	

2 Result(s)

3. View More Policy information.

The screenshot shows a 'Review Policy' page. It includes a 'Return' link and a 'Policy Information' section with the following details:

- Company Name: Chubb Custom Market, Inc.
- Policy Type: Commercial General Liability
- Agency Contact: Michael Finati
- Contact Phone: [Redacted]
- Branch ID: 1
- Branch Name: Woodbridge, NJ
- Branch Phone: [Redacted]
- Policy Number: NGL-0000000-VOID
- Policy Term: 7/1/2023 - 7/1/2024

Coverage Information:

- Bill Method: Agency Billed
- Property - 35 Springdale Ave Tinton Falls NJ, 07724
- Loc # 1, Bldg # 1, 35 Springdale Ave, Tinton Falls, NJ, 07724

This information is current as of 1/30/2024 12:05:23 AM UTC. No coverage is provided by this summary nor can it be construed to replace any provisions in your current policy. Please consult your policy for exact descriptions and definitions of the terms and coverages provided.

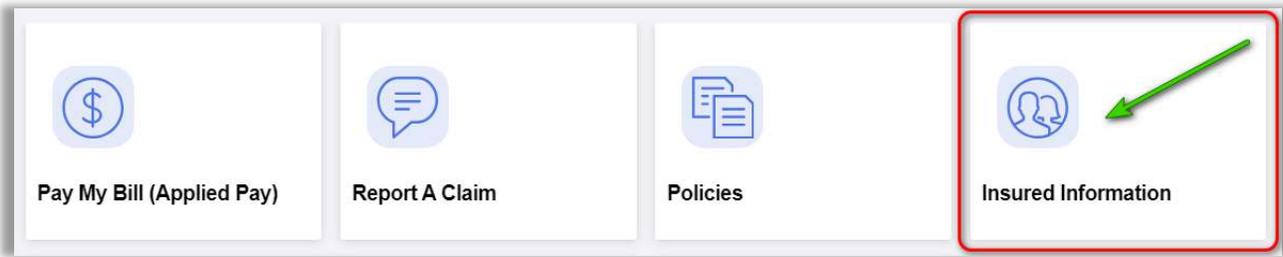
4. After clicking on the “Documents” icon, you will see invoice documents, etc...

The screenshot displays a web interface for document management. At the top left, it says "Select Policy". The main heading is "Documents for Policy NGL-0000000-VOID - [redacted]", with a "View Only New" toggle switch on the right. Below the heading is a filter bar with "View All", "Sort By Date", and a dropdown menu set to "Descending". The main area contains a list of documents, each with a document icon, a title, a date, and a "New" badge. The documents are sorted by date in descending order.

Document Title	Date	Status
inv - 8/25/2023	8/25/2023	New
inv - 8/25/2023	8/25/2023	New
inv - 8/25/2023	8/25/2023	
invoice - 8/25/2023	8/25/2023	New
Invoice 132228 - 8/25/2023	8/25/2023	
Invoice 132229 - 8/25/2023	8/25/2023	
Invoice 132237 - 8/25/2023	8/25/2023	
Invoice 132238 - 8/25/2023	8/25/2023	
Invoice 133527 - 9/12/2023	9/12/2023	
Invoice 133528 - 9/12/2023	9/12/2023	New
Invoice 138475 - 10/23/2023	10/23/2023	
New Insurance Invoice - NIP Group - 9/12/2023	9/12/2023	New
New Insurance Invoice - NIP Group - 9/12/2023	9/12/2023	New
test inv - 10/23/2023	10/23/2023	New

# CSR24 – Insured “Company” Information

1. To see Insured’s Company Information, click on the “Insured Information” on the 4<sup>th</sup> Tile from the left.



2. You will see all detailed company information e have in our system.

View Company Information

▼ View Your Information

---

Company Name	Mase Test 2 Co.
Address	35 Springdale Ave
City	Tinton Falls
State/Province	NJ
Zip/Postal Code	07724
Primary Phone	
Secondary Phone	
Fax	
Email	masonlewis@outlook.com
Website	

▼ Primary Contact

---

Name	Mase Test 2 Co.
Primary Phone	
Secondary Phone	
Cell Number	
Fax	
Email	mlewis@nigroup.com

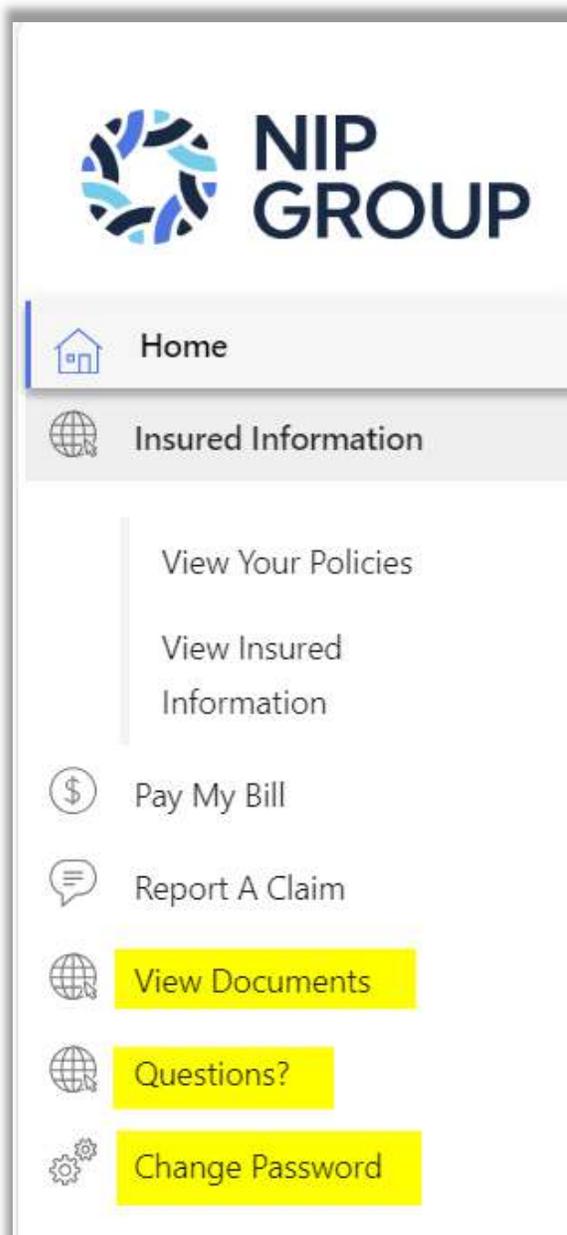
▼ Primary Location

---

Description	
Address	35 Springdale Ave
City	Tinton Falls
State/Province	NJ
Zip/Postal Code	07724

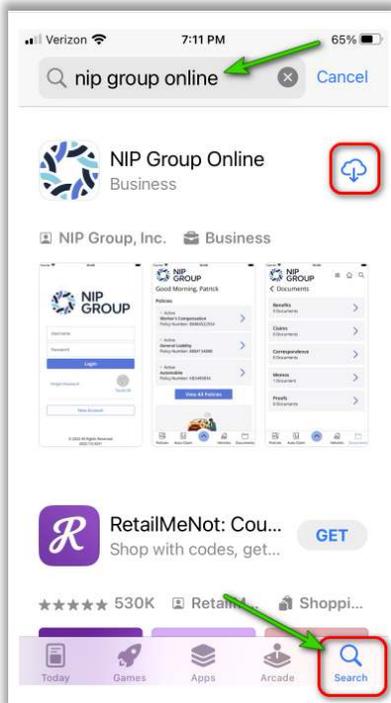
## CSR24 – Menu (Left Side)

1. The Menu (On the left-hand side) will have the same links as the Tiles. Additional functions are in yellow.
  - a. Menu choices (On the left-hand side)
    - ii. Insured Information
      1. View Your Policies
      2. View Company Information
    - iii. Pay My Bill
    - iv. Report A Claim
    - v. View Documents – You will be able to view documents (i.e. Invoices, etc...)
    - vi. Questions – You will be able to ask a question to your CSR.
    - vii. Change Password – You will be able the change your password.

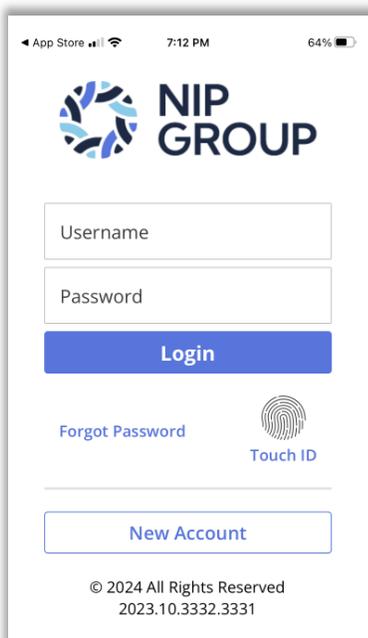


## CSR24 – Mobile App

1. To download the CSR24 Mobile App from an Apple device:
  - a. Go to the App Store.
  - b. Click Search
  - c. Type **NIP Group Online**.



2. Enter your Username and password.
  - a. Username is the **<email address>** you used earlier to create your account.
  - b. After you enter your password, you can use the **Touch ID** function for easier access.



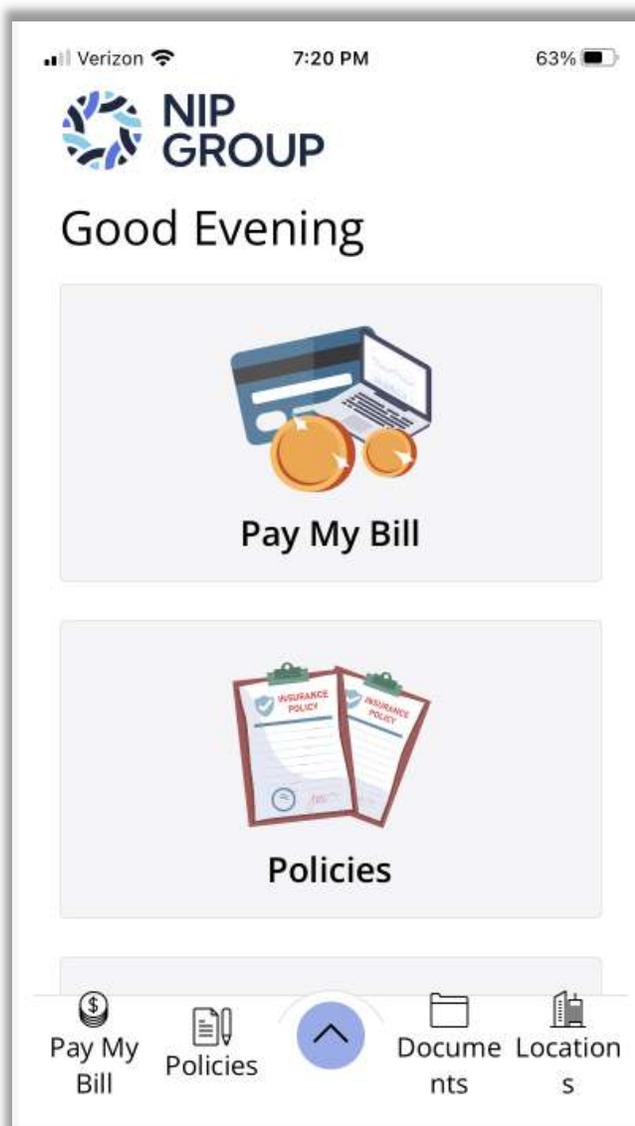
3. The mobile App is comprised of the following functions.

a. Tile / Menu

- i. Pay My Bill
- ii. Policies
- iii. Documents
- iv. Locations

Up Arrow (Red)

- v. NIP Group – External Link to NIP Group website
- vi. Contact Your Agent
- vii. Settings – Make your screen (Light, Dark, Auto)
- viii. Logoff



--- end ---