

Technology at Work for You

BayCoast Insurance's MyPartner 24/7 offers you secure access to your insurance information online 24 hours a day, seven days a week. As a MyPartner 24/7 user, you'll have access to a variety of added services:

- Print and/or email a Certificate of Insurance or Automobile ID Card
- View critical policy information
- Request policy changes online
- Maintain and manage an up-to-date list of certificate holders
- Customized user access
- Online reporting of non-critical or routine accidents and claims
- Documented confirmation of all activity conducted online

Best of all, these services are available to you at no additional cost!

Print and/or Email a Certificate of Insurance or Automobile ID Card

With MyPartner 24/7, you have the ability to print your own Certificates of Insurance or Auto ID Cards. This service is available 24 hours a day from anywhere you have internet access. This is extremely valuable in situations where a last minute Certificate of Insurance is required in order to conduct or continue business, or when an Auto ID Card has been lost or misplaced. Both of these documents may be printed, emailed or faxed directly from the MyPartner 24/7 portal.

View Critical Policy Information

You can view items or coverage in all of the following areas: Drivers, Vehicles, Locations, and Equipment. This feature enables both you and BayCoast Insurance to view the same database of information and assure that nothing is omitted from a policy which could possibly jeopardize coverage.

Make Online Policy Change Requests

MyPartner 24/7 gives you the option to make changes to your insurance information online and send a request to add, delete and/or modify coverage. You can request these changes to automobile policies, property policies, and equipment policies, to name a few. This service is available during regular office hours, as well as after hours and on weekends, making it a very convenient way of communicating and instructing necessary policy changes to BayCoast Insurance, saving you time and keystrokes. Of course, you still have the option of emailing or calling your Account Manager with changes.



Customer Service

Get the information and services you need, when you need them, no matter where you are!



Web Solutions

Obtain forms, submit claims, and request changes to your policy on demand.



24/7 Access

Our client access solution enables service at any time of the day. In the event of a severe claim or emergency, we are there.

Maintain and Manage Certificate Holders, Loss Payees and Additional Insureds

MyPartner 24/7 enables you to manage all of your certificate holders in one location. You can add, modify and delete holders at any time. In addition, MyPartner 24/7 provides an easy review process prior to renewal. You can eliminate past certificate holders who no longer do business with you and/or who don't require a renewal certificate. This enables you, and BayCoast Insurance, to distribute certificates to only those companies or individuals who have a current interest in your business or operations.

Customize User Access

Because each MyPartner 24/7 user is assigned a unique sign-on and password, you can designate one or more individuals within your office to have access to your insurance information. Based upon your needs, MyPartner 24/7 may be tailored to provide very limited or a very broad array of information for your users.

Receive Online Reports of Non-Critical or Routine Accidents and Claims

While it is our preference that all critical accidents or emergency claims be reported to us by phone, there are a number of circumstances which may be reported through the MyPartner 24/7 online portal. These include minor first-party property and automobile losses. This service allows you to report a claim that happens after hours and on weekends while the details are fresh in your mind.

Documented Confirmation of All Activity Conducted Online

One of the key features of MyPartner 24/7 access is that all activity is verified and confirmed by a responding email to the individual who initiates the activity. The email will confirm that the request has been received by BayCoast Insurance.

PLEASE NOTE: Requests for the addition, deletion, or modification of coverage are not effective until authorized and confirmed by a licensed representative of BayCoast Insurance. These confirmations will typically be communicated within the same or next working day.



MyPartner 24/7 online access is also available to our Commercial Lines clients.

Please call or email your Account Manager or Agent to learn more about how this service can help you manage your insurance program.

