
iCustomer Series[®]

Customer Registration/Quick Reference

**Fireman's
Fund[®]**


A company of Allianz 



Customer Login Screen

- Go to the [iCustomer Series log-in page](http://www.firemansfund.com/icustomer) at www.firemansfund.com/icustomer and select **Register**.

Welcome to Fireman's Fund Insurance **iCustomer Series**® Portal

 Our recommendation for a better experience

If you have ad blocking software that stops pop-up windows, please disable it.

Thank you,
The iCustomer Series
Portal Team


E-mail:
Password:


Remember Me

[Register](#) [Forgot Your Password?](#)

[Help](#) [Privacy](#)

Site Best Viewed With Microsoft Internet Explorer 5.0 or greater

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Customer Registration Screen

- Enter your unique email address¹ and valid Commercial Business policy number² and select **Submit**.

- Each user should have a unique email address. One email address cannot be shared among users.
- Only 11 characters should be entered: 3-character prefix and 8 numbers. Three (3) characters are expected in the prefix, so if a policy number has only 2 characters (such as WC or MX), then a space needs to be entered as the third character, for example WC12345678 should be entered as WC(space)12345678.

Welcome to Fireman's Fund Insurance *i*Customer Series®
Registration

Register now for online access to:

- In-depth, industry-specific articles on identifying and reducing risks
- Safety tips, checklists, training materials and tools to help you estimate your coverage needs
- Access to select providers of risk management solutions at preferred rates

Policyholders: Please enter your E-mail address and either the Keycode you received in your registration packet or your Policy #.

Agent Registration

*E-mail:

*Key/Policy #:

Policy.# is 11 characters, either 2 (with a space) or 3 alpha characters.
Examples:AAA12345678
AA 12345678

* = Required

[Help](#) [Privacy](#)


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Customer Registration Information Screen

- Enter personal information and password. Your email address is automatically entered.
- To receive email notifications when new articles are published, check the **Yes** box...

Welcome to Fireman's Fund Insurance iCustomer Series®
Registration

 Fireman's Fund Insurance Company

Prefix/Suffix:

*Name:

*Title:

*Address:

Address 1:

Address 2:

*City, State:

*Zip/Zip4: -

*Daytime Phone: - Ext:

Fax: -

*Email:

*Password: ? Must be at least 6 characters

*Confirm Password:

* = Required
(CTRL-P to Print)

Yes, I would like to receive iCustomer Series newsletters, updates and news about preferred vendor solutions.

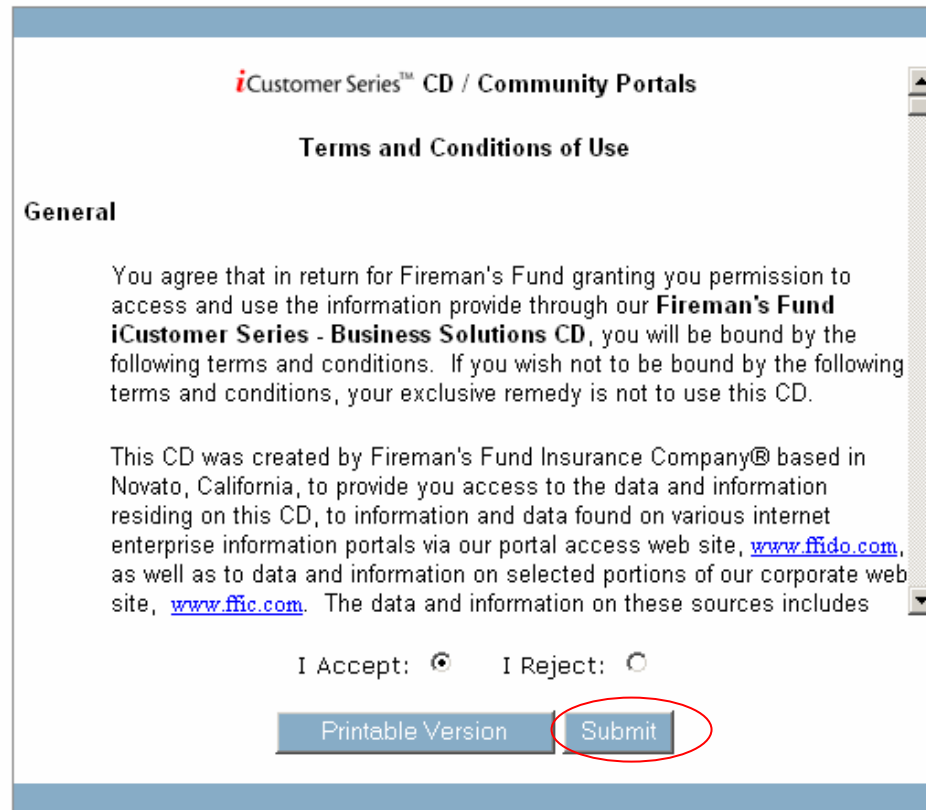
[Help](#)

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- ... then select **Submit**.

iCustomer Series Terms & Conditions

- Review and accept *iCustomer Series Terms & Conditions*, then select **Submit**.



iCustomer Series™ CD / Community Portals

Terms and Conditions of Use

General

You agree that in return for Fireman's Fund granting you permission to access and use the information provide through our **Fireman's Fund iCustomer Series - Business Solutions CD**, you will be bound by the following terms and conditions. If you wish not to be bound by the following terms and conditions, your exclusive remedy is not to use this CD.

This CD was created by Fireman's Fund Insurance Company® based in Novato, California, to provide you access to the data and information residing on this CD, to information and data found on various internet enterprise information portals via our portal access web site, www.ffido.com, as well as to data and information on selected portions of our corporate web site, www.ffc.com. The data and information on these sources includes

I Accept: I Reject:

[Printable Version](#) [Submit](#)

iCustomer Series Site Reference Map

Welcome Page

Industry Insights

Recent headline articles, forms, financial news, and the other industry information

Vendor Solutions

Third party vendors with risk management services and products at preferred pricing

Tools & Links

Links to industry, state & federal web sites, and helpful tools.

Claims

How to report a claim, Lessons Learned (Claims stories), WC Medical Network Provider and Employee Notices, Access to Claims information (LossFocus)

My Account

Change your password, profile, and edit your email notifications

Updates & Newsletters:
Edit your email notifications

About Fireman's Fund

Contact Us: Contact phone numbers to LC, Claims & General Technical Help

Feedback: Your questions and site comments

Privacy: View FFIC Privacy Statement

Site Search: Quick key word search for site articles and tools

Recent Industry Articles

Articles on latest industry trends that could affect your business

Popular Tools

Tools to manage risk ranked by usage

The screenshot shows the Fireman's Fund website interface. At the top, there are navigation tabs for 'Welcome!', 'Industry Insights', 'Vendor Solutions', 'Tools & Links', 'Claims', and 'My Account'. A sidebar on the left contains links for 'Updates & Newsletters', 'About Fireman's Fund', 'Reference Map', 'Contact Us', 'Feedback', 'Privacy', and 'Site Search'. The main content area features several sections: 'Has Your Fire Extinguisher Left the Job?' with a fire image, 'Recent Industry Insights' listing articles like 'Free Discount Prescription Card Added as Newest...', 'Popular Tools & Links' with links to 'Merck Veterinary Manual' and 'Veterinary Learning Systems', and 'Lessons Learned' with links to 'Sedate Large Dogs Before Taking X-Rays' and 'Avoiding Dog Restraint Injuries'. A 'Vendor Solutions' section highlights 'EzyDog: Pet Safety Solutions'. A search bar and a 'Hot Topics' section are also visible.

Hot Topics Articles

Highlighted articles and announcements of special events

Customer Library

Access to loss control insights, forms, checklists, and other risk management information via keyword search

Vendor Solutions:
Click here to view all Vendor Solutions

Lessons Learned

Insights into industry-specific losses (Claims stories)



If you need any assistance

- You will be sent a confirmation email of your registration and your assigned iCustomer Series Community.
- If you are not directed to the Veterinarians Community, please contact our e-Business Support Center.
- If you have any questions about iCustomer Series Portal, please contact our e-Business Support Center at 1.866.FundWeb (1.866.386.3932).