

Member Insurer FAQ's

Q: How do I access training material?

- A:
1. Log in to the NCJUA/NCIUA Portal. <https://portal.ncjua-nciua.org/Home/Login>
 2. Navigate to the How-To tab.
 3. The link to the training resources are available here.

Q: How do I get to Vault?

- A:
1. Previously, our Member Insurers logged in to the Dynamic Web to access Vault. The NCJUA/NCIUA Portal will now provide access to Vault.
 2. Log in to the NCJUA/NCIUA Portal. <https://portal.ncjua-nciua.org/Home/Login>
 3. Navigate to the Vault tab.
 4. Proceed with uploading documents via drag/drop or browse/select functionality. Once all documents are ready for upload, click the blue "Upload" button.
 5. The progress of the upload will show on the right side of the page.

Q: How do I look up a First Notice of Loss?

- A:
1. Log in to the NCJUA/NCIUA Portal.
 2. Navigate to the Claim Inquiry tab.
 3. Input the claim number. If you do not have a claim number, you can search by the NCIUA policy number and then select the appropriate claim.
 4. The following information will populate:
 - Policy number
 - Insured Name
 - Line of Business
 - Policy effective dates
 - Member Insurer
 - Claim Number
 - Staff Adjuster
 - Payment amounts
 - Payment dates
 - Claim Status
 - Cause of Loss
 - A PDF of the First Notice of Loss document

Q: How do I get a copy of my open/closed report?

- A:
1. Log in to the NCJUA/NCIUA Portal. <https://portal.ncjua-nciua.org/Home/Login>
 2. Navigate to the "Reports" tab. Select "Claims Report" from the Report drop down.

3. Member Insurers will now be able to look up open, closed or all claims assigned to them. Select the desired type from the "Status" drop down. Options are: Open, Closed or All.
4. Use the "CAT Name" field to select the Named Storm(s) for which data is desired.

Q: How do I get copies of the policy forms and endorsements?

- A:
1. Log in to the NCJUA/NCIUA Portal. <https://portal.ncjua-nciua.org/Home/Login>
 2. Select the "Library" tab.
 3. Choose "ISO forms" from the drop-down.
 4. Users may input the beginning of the desired form in the "Search" field and press enter to narrow options.
 5. Users may also choose the Line of Business from the "Sub-Category" drop-down to narrow options.

Q: How do I get a copy of forms (such as Expense Fee Schedule) that were available on the Dynamic Web?

- A:
1. Log in to the NCJUA/NCIUA Portal. <https://portal.ncjua-nciua.org/Home/Login>
 2. Select the "Library" tab.
 3. Choose Claims from the "Category" drop down.
 4. All forms previously available on the Dynamic Web will now be available here.