

HOW TO DO BUSINESS GUIDE ACE MEDICARE SUPPLEMENT



SENIOR MARKETING
SPECIALISTS

Website: www.chubb.com/microsites/ace-medicare-supplement

New Business Mailing address:

ACE Property & Casualty Insurance Company
Medicare Supplement Administration
P.O. Box 10856
Clearwater, FL 33757-8856

Overnight Address: (FOR USE ON OVERNIGHT MAIL ONLY)

ACE Property & Casualty Insurance Company
17757 US HWY 19 N, Suite 660
Clearwater FL 33764

Claims, Underwriting, Customer Service and Commissions: 1-800-601-3372

Underwriting Fax # 1-877-755-7370

New Business # 1-877-373-4562

Marketing Support & Agent Licensing: 1-866 454-0809 Ext 114582

Accessing Agent Portal: [Click Here](#)

- First time users will need to **Register**.
- Click on **Agent Login** in the top right corner of the screen.
- Click on **Login/Sign Up** in the top right corner of the screen.
- Click on **Register**.
- Create a **User ID/Password** and enter **User Details**.
- Make sure to check the boxes next to **View Earnings** (**Important: if this box is NOT checked you will not have access to the e-App**) and **Agree to Terms and Conditions** and click **Register**.

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801 Gray Oak Drive, Columbia, MO 65201 | (800) 689-2800 | www.smsteam.net

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To Submit Business:

- Login to the [Agent Portal](#) using the **Username** and **Password** you created and click **Login**.
- The **eApp** can be accessed from the top Menu.
- This provides options to **Get Quote**, **New Application**, or view the **Application dashboard**.
- Select the **State** to get started.

To Check Commissions:

- Login to the [Agent Portal](#) using the **Username** and **Password** you created and click **Login**.
- Click on **My Agent** in the top Menu.
- This will take you to the **Earnings** Tab.
- You can click on the orange **Month Selection** or **Custom Search** drop-down to view statements.

To Check Pending Business:

- Login to the [Agent Portal](#) using the **Username** and **Password** you created and click **Login**.
- Click **My Business** in the top Menu.
- You will be able to Search/Filter by **Policy Number**, **Insured Name**, **Effective date**, **Agent Number**, and **Policy Status**.
- Click the **(+)** Next to **Policy Number** for detailed view.

To access Sales and Marketing supplies:

- Login to the [Agent Portal](#) using the **Username** and **Password** you created and click **Login**.
- The **ACE Med Supp Store** can be accessed by clicking **Documents** in the top menu and then clicking **ACE Med Supp Store** in the left side menu.
- Click **Order Supplies**.

For questions, please call Senior Marketing Specialists at 800-689-2800.

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