

# Getting Started

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## Your Homepage

After successfully logging in, you will be greeted by your homepage. From here, you can view all active policies, contact HMI, or launch other activities. Throughout your time in Optim, your location will be indicated by a small orange bar under the tab you are viewing. In this example, the tab is highlighting your “Home” which displays the homepage.

Navigate to your open claims by clicking on the “My Claims” tab.

**My Policies**

Residential	Farm	Auto
Policy Number 800328H01	Policy Number 800328F01	Policy Number 800328A01
Effective Date May 24, 2022	Effective Date May 24, 2022	Effective Date May 24, 2022
Expiry Date May 24, 2023	Expiry Date May 24, 2023	Expiry Date May 24, 2023
<a href="#">View Details</a>	<a href="#">View Details</a>	<a href="#">View Details</a>

**Contact Us**

**HEARTLAND**  
Mutual Insurance

**General Inquiries**  
Phone: 1-800-265-8813

**Need Help With A Claim?**  
claims@heartlandfarmmutual.com

**Need Help With Your Billings?**  
billings@heartlandfarmmutual.com


**Need Help With Optim?**  
optimsupport@heartlandfarmmutual.com



# My Claims

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## My Claims Landing Page

The second tab on the homepage titled “My Claims” will bring you to the My Claims Landing Page. From here, you can view the details of claims associated with your active policies.



Policy Type	Policy Number	Claim Number	Date of Loss	Status	Details
	1448995F02	000-00-048247	Jul 18, 2022	<a href="#">Open</a>	<a href="#">Details</a>
	1448995F01	000-00-048240	Jul 18, 2022	<a href="#">Open</a>	<a href="#">Details</a>

Click the “Details” button view more details on the claim, as well as input payment information such as EFT transfers or direct billing options.

Here, view any active claims associated with held policies. The type, policy number, claim number, date, and status are all available through this short-view.

## Signing up for Electronic Transfer / Direct Deposit

Some Claims payments are eligible for EFT / Direct Deposits. On the Claim Details page, click the chevron next to the title “Receive Payments by Electronic Funds Transfer Direct Deposit.”

**Claim Adjuster**

Not available  
You can either call us or send a message to your adjuster.  
Phone Number Not available  
[Send Message](#)

**Details** Messages

Date of Loss: Jul 18, 2022  
Claim Status: Open

Claim Details			
Submission Date	Policy Number	Product	Primary Insured
Jul 18, 2022	1448995F02	Farm	Person Testatlantic
Additional Insured	Loss Location	Contact Person	Primary Email
-	324 Main St., Halifax, NS B2N 1G6	Person Testatlantic	-
Primary Phone	-		

**My Claim Documents**

- Receive Payments by Electronic Funds Transfer Direct Deposit

**Important Note**  
For any questions regarding your claim, please contact your adjuster.

Add new documentation or sing-up for Electronic Transfer / Direct Deposit by clicking the chevron here.

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## Signing up for Electronic Transfer / Direct Deposit

Input all information into the open boxes. If you have questions about what a certain field is asking, click the “?” located to the immediate right of the field.

Receive Payments by Electronic Funds Transfer Direct Deposit

Add New Payment Method

Institution Number \*

Institution Name

Transit Number \*

Bank Account Type \*

Bank Account Number \*

Bank Account Holder \*

Primary

Select “Preauthorized Bank Account” from this drop-down to receive automatic payments. Click “Add” to populate the bellow fields.

Input all information here, selecting the “?” when necessary.

Click “Validate” once all information is correctly inputted. If your information is validated, you will pass to this pop-up. Click “Yes” to continue.

**Please Note:**

Not all payments may be eligible for EFT payments. Would you like to continue?