

Getting Started

Home

My Claims

My Billing

My Documents

My Preferences

Your Homepage

After successfully logging in, you will be greeted by your homepage. From here, you can view all active policies, contact HMI / Kings, 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.

The screenshot shows a user interface with a navigation bar at the top containing five tabs: Home, My Claims, My Billing, My Documents, and My Preferences. The 'Home' tab is highlighted with an orange underline. Below the navigation bar is a large image of a smiling child being held up by an adult. Underneath the image is a section titled 'My Policies' which contains three policy cards. Each card displays the policy type, policy number, effective date, and expiry date, along with a 'View Details' button.

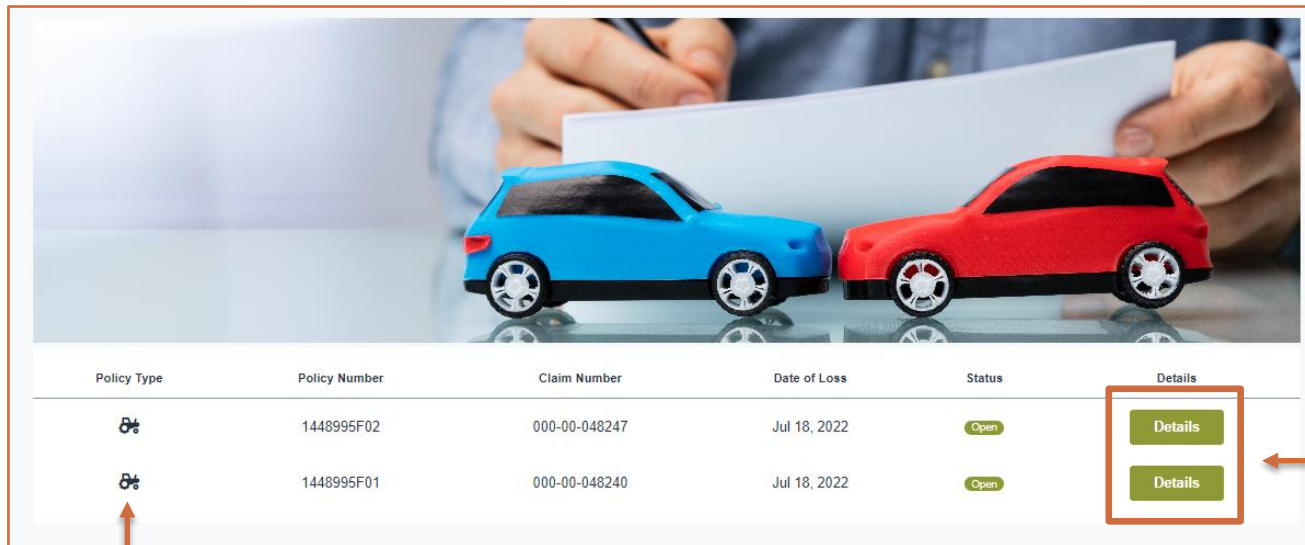
Policy Type	Policy Number	Effective Date	Expiry Date
Residential	800328H01	May 24, 2022	May 24, 2023
Farm	800328F01	May 24, 2022	May 24, 2023
Auto	800328A01	May 24, 2022	May 24, 2023

View contact information for HMI or Kings



My Claims

My Claims Landing Page

The second tab on the homepage titles “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.



The screenshot shows a user interface for managing claims. At the top, there is a banner image of a person's hands holding a document, with two toy cars (one blue, one red) in the foreground. Below the banner is a table with the following columns: Policy Type, Policy Number, Claim Number, Date of Loss, Status, and Details. Two rows of data are visible, both with a status of 'Open'. The 'Details' column for the second row is highlighted with a red box, and a red arrow points from a text box on the right to this button.

Policy Type	Policy Number	Claim Number	Date of Loss	Status	Details
	1448995F02	000-00-048247	Jul 18, 2022	Open	Details
	1448995F01	000-00-048240	Jul 18, 2022	Open	Details

To view more details on the claim, as well as input payment information or add documentation, click the “Details” button associated with the Claim you wish to open.

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.

Claim Details Page

On this page, you can send a message to your Claim Adjuster, add documentation, view details, or sign-up for Electronic 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
please contact your adjuster.

Use this button to send a message to your Claim Adjuster.

View available information on this claim here.


Add new documentation or sign-up for Electronic Transfer / Direct Deposit here.

Sending Messages to your Adjuster

You can send a message to your Claim Adjuster by selecting the “Send Message” button located to the left of the Claim Details on the Claim Details screen.

To send a message to the Claim Adjuster associated with this policy, click “Send Message” and fill out the pop-up fields or call the number listed.

Claim Adjuster

 Not available

You can either call us or send a message to your adjuster.

Phone Number Not available

[Send Message](#)

Fill in the subject and content of the message in these fields. Click “Send” to complete the action, or “Cancel” to return to the Claim Details page.

< New Message

Subject

Message

[Cancel](#) [Send](#)

Adding New Documents to a Claim

To add additional documentation to a selected claim, click the chevron to the right of “My Claim Documents.” Here, you can see all documents already associated with the claim. You can drag and drop files from your desktop or use the file selector to upload additional files.

My Claim Documents >

Receive Payments by Electronic Funds Transfer Direct Deposit >

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

Click the Chevron here on your selected policy page. Before uploading a document, insure the policy selected is correct.

If you wish to download documents already attached to your claim, click here on each document.

My Claim Documents

Policy Reinstatement Packa... Jul 18, 2022

Drag and drop files

Upload Documents

Drag and Drop your document here to upload, or use the “Upload File” button to open the file selector.