

CONNECT Customer Account Creation/Activation

There are 2 ways that a CONNECT account can be established – you can create your own account, or your agent can initiate one for you by adding the Electronic Document Delivery discount to your auto or home policy.

Customer-Initiated Account Creation Process

Need Help? Call Us now at 1.800.852.3380

Concord Group Insurance

Register
Log On
Pay Bill

Log On

Please enter your username and password. [Register](#) if you do not have an account.

** Denotes required fields.*

* Email Address

* Password

Sign In

Forgot [Password](#) ?

**STRENGTH • STABILITY
PERFORMANCE**
EIGHT DECADES
OF SERVICE

4 Bouton Street, Concord, New Hampshire 03301. TEL 1.800.852.3380

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You can register by clicking either of these 2 links

Concord Group Insurance

Register
Log On
Pay Bill



Register

Enter Policy Information

Create User Name and Password

* Denotes required fields.

Note: If your policy number begins with a letter, it is not available for online access at this time.

* Policy Number

112XXXX

Policy # - only the numbers before the dash

Enter your policy number without the dash and final digit.

* Access Number

102XXXX

The Online Access # printed on your Policy and Billing documents

Enter the Access Number provided on your policy documentation.

* Zip Code

03301

Mailing Zip Code for your Policy

Enter the 5-digit Mailing Zip Code for your policy.

[Click here](#) if you need help locating this information.

Next

Click this link for document samples that will help you locate this information

4 Bouton Street, Concord, New Hampshire 03301. TEL 1.800.852.3380

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You will be prompted to complete the information required to set up an account:

Need Help? Call Us now at 1.800.852.3380

Concord Group Insurance

Register
Log On
Pay Bill

Register

Enter Policy InformationCreate User Name and Password

* Denotes required fields.

* First Name

* Last Name

* Email Address (Login Id)
Your Email Address will be your User ID. Ex: Yourname@provider.com.

* Password
Passwords are required to be a minimum of 6 characters in length. Passwords are case-sensitive.

* Confirm password

Security Question

* Security Answer
Security Answer is not case-sensitive.

[Register](#) ←

Complete All Information, then Click Here

[Back to Top](#)

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Need Help? Call Us now at 1.800.852.3380

Concord Group Insurance

Register
Log On
Pay Bill

Welcome to Concord Group Insurance!

Thank you for registering. You will be receiving a confirmation email shortly. Please activate your account using the link in the E-mail.


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You will receive an email from Concord Group at this point to complete the Account Activation process:

From: ConcordGroupOnline@ConcordGroupIns.com Sent: Mon 03/17/2014 11:00
To: morgan.cat@aol.com
Cc:
Subject: Concord Group Insurance - Concord Group Online Account Validation



Need Help?

Contact Concord Group Insurance
Customer Service at
1-800-852-3380 X6333
Monday - Friday
8:00 am - 4:30 pm EST
or
by email at
[*Consumer_CS@ConcordGroupIns.com](mailto:Consumer_CS@ConcordGroupIns.com)

Concord Group Insurance

Welcome to Concord Group Insurance!

Thank you for registering to use Concord Group Online.

You are almost done! Please click [HERE](#) to activate your account.

If the above link didn't work copy and paste this URL into your Browser:
<https://www.cgimportal.com/SelfService/Account/VerifyEmail?rid=498ef6f2-0302-426b-b474-030f607784b5>

[Concord Group Insurance](#)

In order to ensure prompt delivery to your inbox, please add "ConcordGroupOnline@ConcordGroupIns.com" to your address book or approved sender list.

This is an automated email - please do not reply

The information in this email message and in any attached documents is confidential, may be protected from disclosure and no waiver of any privilege is intended. If you are not the intended recipient, any dissemination, distribution or copying is strictly prohibited. If you believe that you have received this e-mail message in error, please destroy this message, delete any copies held on your systems and notify the sender immediately. You should not retain, copy or use this email for any purpose, nor disclose all or any part of its content to any other person.

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Once you click on either email link or paste the full link into a browser, the account is activated:

Need Help? Call Us now at 1.800.852.3380

Concord Group Insurance

Register
Log On
Pay Bill

Log On

Your account is successfully validated.

Please enter your username and password. [Register](#) if you do not have an account.


** Denotes required fields.*

* Email Address

* Password

[Sign In](#)

Forgot [Password](#) ?



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Agent-Initiated Account Creation Process

If your agent issues a new policy for you with the Electronic Document Delivery discount applied or endorses your existing policy with this discount, we will check to see if we already have a CONNECT account for the email address entered or if we need to create a new account for you.

- If you already have an active account for the email address that your agent entered, and the policy is already listed on your account, we will update your account to receive documents electronically for that policy.
- If you already have an account but the policy is not listed, we will add the policy to your account:

From: ConcordGroupOnline@ConcordGroupIns.com Sent: Thu 03/13/2014 2:00
To: oscar.cat15@test.local
Cc:
Subject: Concord Group Insurance – New Policy Added to Account



Need Help?

Contact Concord Group Insurance
Customer Service at
1-800-852-3380 X6333
Monday - Friday
8:00 am - 4:30 pm EST
or
by email at
[*Consumer_CS@ConcordGroupIns.com](mailto:Consumer_CS@ConcordGroupIns.com)

Concord Group Insurance

The following policies have been added to your Concord Account and set up for Electronic Document Delivery:

ME Homeowners 112XXXX

You may opt in or out of Electronic Document Delivery for any policy at any time by accessing your account and selecting the "Electronic Document Delivery" link.

Changing your Electronic Document Delivery selection may result in a change in premium.

[Concord Group Insurance](#)

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- If we do not have an account for your email address, we will set up a new account for you. We will send you an account activation email:

From: ConcordGroupOnline@ConcordGroupIns.com Sent: Mon 03/17/2014 11:25
To: keiko.cat@outlook.com
Cc:
Subject: Concord Group Insurance – Concord Group Online Account Validation

Concord Group Insurance



Need Help?

Contact Concord Group Insurance
Customer Service at
1-800-852-3380 X6333
Monday - Friday
8:00 am - 4:30 pm EST
or
by email at
[*Consumer_CS@ConcordGroupIns.com](mailto:Consumer_CS@ConcordGroupIns.com)

Welcome to Concord Group Insurance!

Thank you for selecting E-Document Delivery for your Concord Group policies. To access your documents and other policy information, Concord Group has initiated your online account.

Your validation is required to complete the process! Please click [HERE](#) to activate your account.

If the above link didn't work copy and paste this URL into your Browser:
<https://www.cgimportal.com/selfservice/Account/AutoRegisterPolicy?rid=9a79ec34-0a01-4032-8f72-086808ccc7ca>

[Concord Group Insurance](#)

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If you do not complete set-up within 3 days, we will start sending you a reminder every 3 days. You can activate your account from any link in any of these emails (the original activation email or any of the reminders).

From: ConcordGroupOnline@ConcordGroupIns.com
To: keiko.cat@outlook.com
C:
Subject: Concord Group Insurance – Concord Group Online Account Validation Reminder

Sent: Fri 03/14/2014 12:02

Concord Group Insurance



Need Help?

Contact Concord Group Insurance
Customer Service at
1-800-852-3380 X6333
Monday - Friday
8:00 am - 4:30 pm EST
or
by email at
*Consumer_CS@ConcordGroupIns.com

Reminder from Concord Group Insurance!

Thank you for selecting E-Document Delivery for your Concord Group policies. To access your documents and other policy information, Concord Group has initiated your online account.

Your validation is required to complete the process! Please click [HERE](#) to activate your account.

If the above link didn't work copy and paste this URL into your Browser:
<http://tstcsmsrver/SelfService/Account/AutoRegisterPolicy?rid=d6a68d47-4969-43c2-8519-e218b9a51cc9>

[Concord Group Insurance](#)

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If your account has not been activated after 10 days, we will send you a letter. It's possible that you have not been receiving our emails due to your agent entering your email address incorrectly—if that's the case, please contact your agent to update your email address.



THE CONCORD GROUP INSURANCE COMPANIES

Important
****Action Required****

March 14, 2014

Keiko Cat
4 Whitewater Dr
Concord, NH 03303-1526

Maxim Agency
504 South St
Bow, NH 03304
(603) 123-4567

Policy Number: 1025416
Email Address: keiko.cat@outlook.com

Dear Keiko Cat

Your policy presently includes an electronic policy delivery discount. You are saving money when you decided to have future policy and premium notices delivered to you via e mail.

The final step for you is to confirm your choice of electronic delivery by completing your account registration on our website. Please check your email for information from The Concord Group on how to activate this account today. The information required is also located above for your reference.

If you have not received an email from us yet, or if your Email Address noted above is incorrect, please contact your agent today.

If you have decided you prefer to have us mail your policy information by USPS then no action is necessary and you will see a slight premium change when the electronic delivery discount has been removed.

Sincerely,

The Concord Group
www.ConcordGroupInsurance.com

When you activate your account from any of the emails we've sent, you will be prompted to complete some additional information:

Need Help? Call Us now at 1.800.852.3380

Concord Group Insurance

Register
Log On
Pay Bill

Register

Enter Policy InformationCreate User Name and Password

** Denotes required fields.*

If multiple policies are associated, enter the mailing zip code for any of the policies.


* Zip Code

Enter the 5-digit Mailing Zip Code for your policy.

Next

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Need Help? Call Us now at 1.800.852.3380

Concord Group Insurance

Register
Log On
Pay Bill

Register

Enter Policy InformationCreate User Name and Password

** Denotes required fields.*

* Zip Code

Enter the 5-digit Mailing Zip Code for your policy.

* Password

Passwords are required to be a minimum of 6 characters in length. Passwords are case-sensitive.

* Confirm password

Security Question

* Security Answer

Security Answer is not case-sensitive.

Register

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