

The Agents' Portal

Reference Guide

FOR AGENTS AND BROKERS

See how easy it is to manage your portfolio 24/7, with automated tasks, and online tools and resources.

Get it done fast:

- Access the eCLIQ® system and product resources.
- Navigate risk preferences and target new business.
- Choose how and when to deliver policies.
- Manage settings, process policy resends and more.

Access eCLIQ or search for policy forms, manuals, and billing — get the latest on clients' claim information.

Find product, appetite, and risk control resources, promotional brochures, ads and more.

Choose how and when to deliver policies and manage settings.

Save time with shortcuts to your favorite destinations. Set up as many as 10!

Get a quick view of each customer's account.

New! Report auto, general liability and property claims online, for eCLIQ and CLIQ.

Stay informed with news about products and services.

Find your team fast! Locate Liberty Mutual contacts here.

Enhance your knowledge of products and skills.

The screenshot shows the Liberty Mutual Insurance Agents' Portal. At the top, there's a navigation bar with 'Home', 'Quoting & Policy Service', 'Agent Resources', and 'Agency Administration'. A search bar is located in the top right. Below the navigation bar, there are several main sections: 'My Shortcuts' (listing eCLIQ, Billing Inquiry and Payment, Claims Inquiry, Loss Runs, Policy Docs and Forms, Forms, Manuals, SafetyNet, and Policy Delivery Preference Management), 'Report A Claim' (with instructions for online reporting), 'Key Contacts' (with a 'See All Contacts' link), 'Customer Account Lookup' (with search fields for name and policy number), 'Recent Activities' (with filters for Billing, Claims, and Policy, and a table of activity), 'Latest News' (with three news items), 'Agent Learning Center', 'Agent Playbook', and 'Marketing Materials'. Callouts from the text on the left point to these various features.

If you have any technical issues with our Agent Portal or its quoting and service applications, please contact our Agency Interface Support Group (AISG).

Hours: Monday – Friday 8:00 a.m. – 8:00 p.m. Eastern Time

Phone: 888-451-8414 or 800-747-9742 for National Insurance Specialty

Website Availability: Monday – Saturday 6:00 a.m. – 11:00 p.m. Eastern Time
Sunday 3:00 p.m. – 5:00 p.m. Eastern Time



libertymutualgroup.com/business @LibertyB2B

This document provides a general description of this program and/or service. See your policy, service contract or program documentation for actual terms and conditions. Insurance underwritten by Liberty Mutual Insurance Co. or its affiliates or subsidiaries.

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