



FREQUENTLY ASKED QUESTIONS (FAQS)

Click on the questions below to go directly to their answers.

I forgot my username. How can I log in?	1
I forgot my password. How can I reset it?	1
How can I find an account or policy?	5
How do I enter a policy change?	5
Can I check that a payment has been made?	6
Can I make a payment on behalf of my client?	8
Can I view my client's policy documents?	8
Can my client view and download their policy from the Ka Piko Policyholder Portal?	9
Can I get Loss Run reports for my client?	9
Can I view the status of a client's filed claim?	10
I'm an account manager. How do I see my agents' accounts?	10
How do I enter a submission?	11

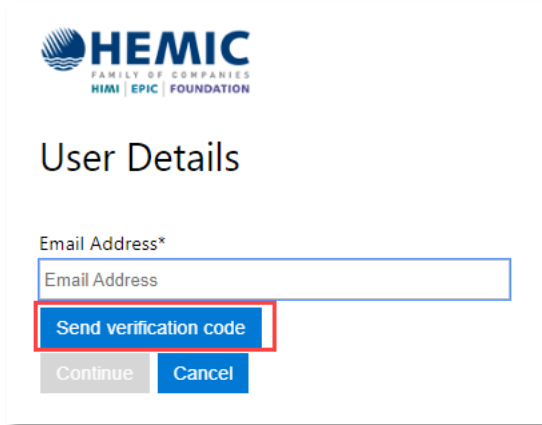
I FORGOT MY USERNAME. HOW CAN I LOG IN?

- Your username is the email address associated with your HEMIC account.

I FORGOT MY PASSWORD. HOW CAN I RESET IT?

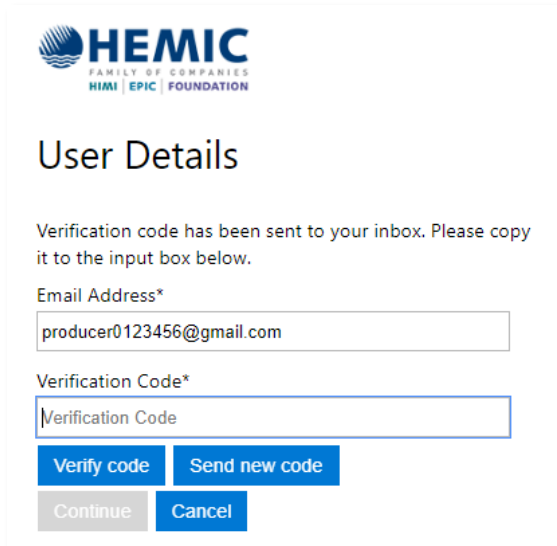
- Click on Forgot Password on the [HEMIC Family of Companies' Portals page](#).
- You will be redirected to a User Details screen. Type in the email address associated with your HEMIC account and click "Send verification code".





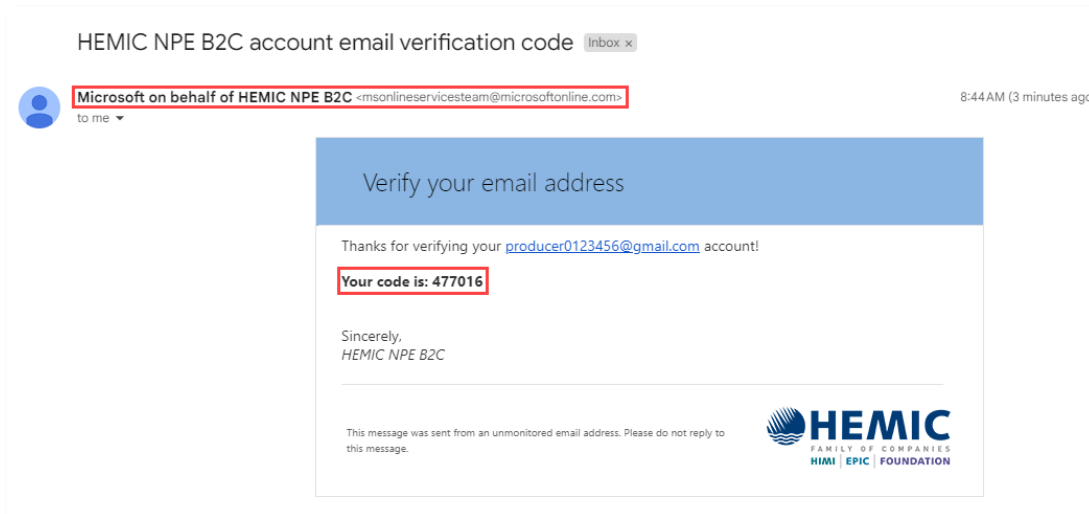
The screenshot shows the HEMIC logo at the top left, followed by the text 'HEMIC FAMILY OF COMPANIES HIMI | EPIC | FOUNDATION'. Below this is the heading 'User Details'. There is a text input field labeled 'Email Address*' containing the text 'Email Address'. A red box highlights the 'Send verification code' button. Below the input field are two buttons: 'Continue' and 'Cancel'.

- A verification code will be sent to the email address you entered.

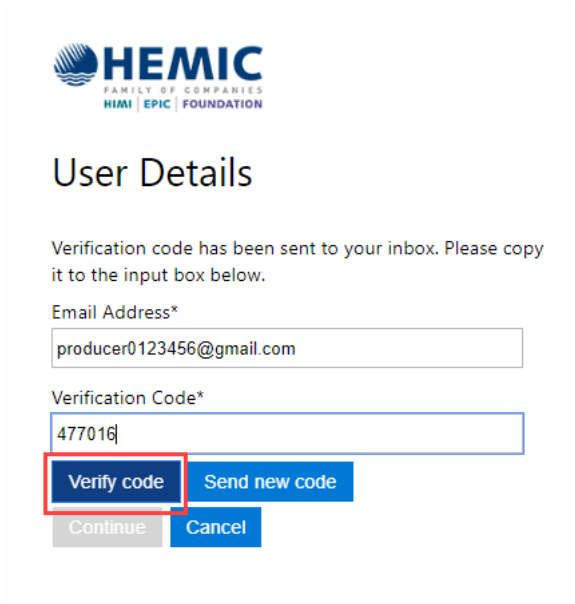


The screenshot shows the HEMIC logo at the top left, followed by the text 'HEMIC FAMILY OF COMPANIES HIMI | EPIC | FOUNDATION'. Below this is the heading 'User Details'. A message states: 'Verification code has been sent to your inbox. Please copy it to the input box below.' There is a text input field labeled 'Email Address*' containing 'producer0123456@gmail.com'. Below it is a text input field labeled 'Verification Code*' containing 'Verification Code'. A red box highlights the 'Verify code' button. Below the input fields are two buttons: 'Continue' and 'Cancel'.

- The verification code will be sent from msonlineserviceteam@microsoftonline.com.

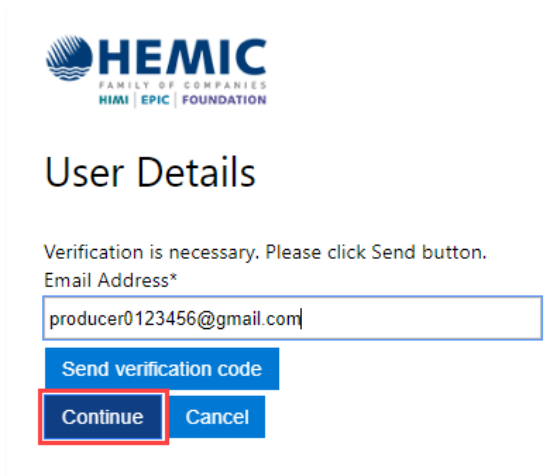


- Copy the code from the email and paste it in the Verification Code box. Then click “Verify code.”



The screenshot shows the HEMIC logo at the top left, with the text "HEMIC FAMILY OF COMPANIES HIMI | EPIC | FOUNDATION". Below the logo is the heading "User Details". A message states: "Verification code has been sent to your inbox. Please copy it to the input box below." There are two input fields: "Email Address*" containing "producer0123456@gmail.com" and "Verification Code*" containing "477016". Below the input fields are four buttons: "Verify code" (highlighted with a red box), "Send new code", "Continue" (disabled), and "Cancel".

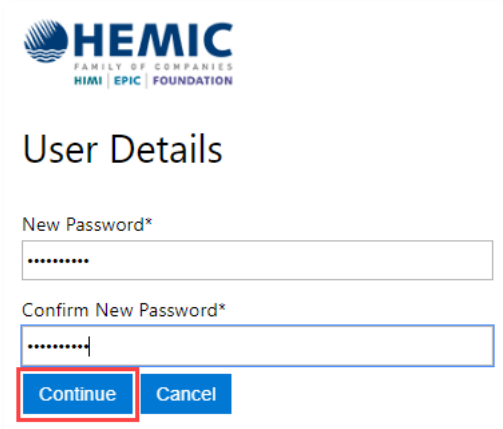
- The User Details page will reappear. Re-enter your email address and click “Continue.”



The screenshot shows the HEMIC logo at the top left, with the text "HEMIC FAMILY OF COMPANIES HIMI | EPIC | FOUNDATION". Below the logo is the heading "User Details". A message states: "Verification is necessary. Please click Send button." There is one input field: "Email Address*" containing "producer0123456@gmail.com". Below the input field are three buttons: "Send verification code", "Continue" (highlighted with a red box), and "Cancel".

- Create a new password. The password must be:
 - Between 8 and 64 characters
 - Must have 3 of the following:
 - A lowercase letter
 - An uppercase letter
 - A number
 - A symbol (!@#%\$%^&*)
- Type your new password in both fields and click “Continue.”





HEMIC
FAMILY OF COMPANIES
HIMI | EPIC | FOUNDATION

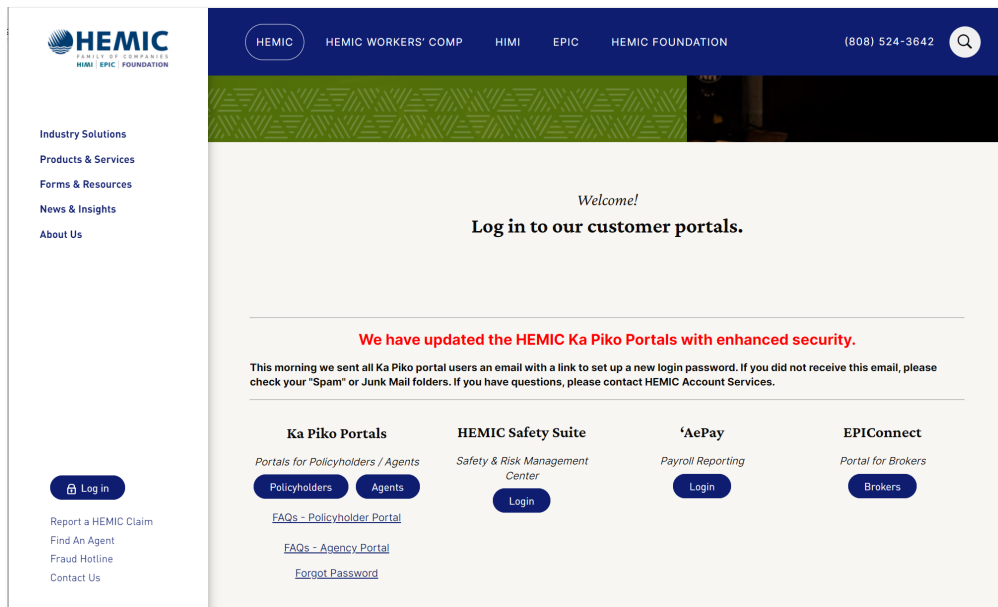
User Details

New Password*

Confirm New Password*

[Continue](#) [Cancel](#)

- Once your new password has been successfully submitted, you will be redirected to the HEMIC Family of Companies' Customer Portals page:



HEMIC
FAMILY OF COMPANIES
HIMI | EPIC | FOUNDATION

HEMIC HEMIC WORKERS' COMP HIMI EPIC HEMIC FOUNDATION (808) 524-3642

Industry Solutions
Products & Services
Forms & Resources
News & Insights
About Us

[Log in](#)

Report a HEMIC Claim
Find An Agent
Fraud Hotline
Contact Us

Welcome!

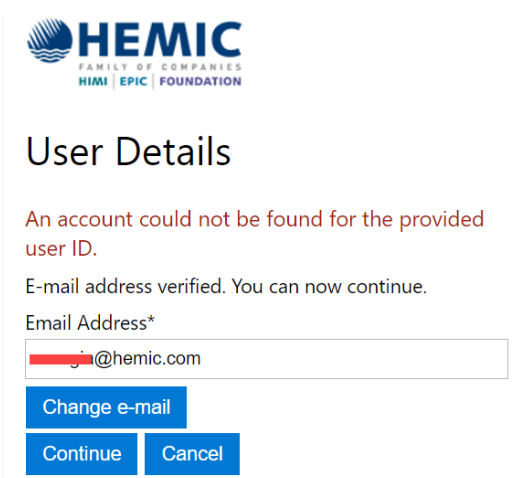
Log in to our customer portals.

We have updated the HEMIC Ka Piko Portals with enhanced security.

This morning we sent all Ka Piko portal users an email with a link to set up a new login password. If you did not receive this email, please check your "Spam" or Junk Mail folders. If you have questions, please contact HEMIC Account Services.

Ka Piko Portals Portals for Policyholders / Agents Policyholders Agents FAQs - Policyholder Portal FAQs - Agency Portal Forgot Password	HEMIC Safety Suite Safety & Risk Management Center Login	'AePay Payroll Reporting Login	EPICconnect Portal for Brokers Brokers
---	---	---	---

- If you submit an email address that is not in the Ka Piko system, you will receive this message: "An account could not be found for the provided user ID." In this case, please contact [HEMIC Account Services](#) for further assistance, or call us at (808) 208-8200.



HEMIC
FAMILY OF COMPANIES
HIMI | EPIC | FOUNDATION

User Details

An account could not be found for the provided user ID.

E-mail address verified. You can now continue.

Email Address*

[Change e-mail](#)

[Continue](#) [Cancel](#)



HOW CAN I FIND AN ACCOUNT OR POLICY?

There are three ways to find an account or policy:

- **Main Menu:** Select Account from the top menu. Click on the Commercial Accounts tile. A list of the accounts that you have access to will appear.
- **Search Tool:** Enter the Account or Policy Number into the Search box in the top right corner of your screen.
- **Advanced Search:** Enter the Company Name, FEIN, or DOL number.

The screenshot shows the HEMIC Agency Portal interface. At the top, there is a navigation bar with 'Dashboard', 'Accounts', 'Policies', 'Claims', 'Activities', and 'Reports'. A search box labeled 'Search by account or policy number...' and an 'Advanced Search' link are in the top right. Below the navigation bar, the 'Accounts' section is displayed with a dropdown menu set to 'Everything'. Three tiles are visible: 'Recently Viewed', 'Recently Created', and 'Commercial Accounts', which is highlighted with a red box. Below the tiles, a table titled 'Commercial Accounts' lists three accounts with columns for Account Name, Account Number, Policies, Date Created, Address, and Open Activities.

Account Name	Account Number	Policies	Date Created	Address	Open Activities
Joe's Bar & Grill Inc	3015857	1	April 29, 2023	963 Bishop Dr, Honolulu, HI ...	1
Smart Consulting Services	3015856	1	April 28, 2023	333 10th St, Honolulu, HI ...	1
Susie's Swimwear Boutique	3015858	1	April 29, 2023	852 Turtle Dr, Honolulu, HI ...	0

HOW DO I ENTER A POLICY CHANGE?

- Find the policy via the Search box or the Accounts tab.
- Click on the Change Policy button.
- The Policy Change wizard will take you through the process.
- Note: Policy changes can only be made to in-force policies and will require underwriter review.

The screenshot shows the HEMIC Agency Portal interface for a specific policy. The top navigation bar is the same as in the previous screenshot. Below it, the account name 'Smart Consulting Services' is shown. The policy title is 'Workers' Compensation (WC0057095)' with an 'In Force' status. A row of summary cards shows: Summary, Contacts, Open Activities (0), Notes (0), Documents (3), Claims (0), and Billing. A red arrow points to a green 'Change Policy' button. Below this, three panels provide detailed information: Summary Details, Producer Information, and Policy Value.

Summary Details		Producer Information		Policy Value	
Name	Smart Consulting Services	Producer of Record	Hawaii Insurance Agency (915-1-2)	Total Premium	\$1,713.00
Address	333 10th St, Honolulu, HI 96817			Taxes and Fees	\$0.00
Policy Effective Date	Jan 1, 2023	Producer of Service	Hawaii Insurance Agency (915-1-2)		
Policy Expiration Date	Jan 1, 2024			Total Cost	\$1,713.00
Policy Status	In Force				
Underwriter	Brian Nakatsu				

CAN I CHECK THAT A PAYMENT HAS BEEN MADE?

- Enter the Account or Policy Number into the Search box in the top right corner of your screen.
- Click on the Account Number that appears in the Search result. This will take you to the Account or Policy page.

HEMIC
Kāhala Agency Portal

Dashboard Accounts Policies Claims Activities Reports

View all matches of number: 3015857 Advanced Search

Search Results

Accounts (1)

Account Name	Account Number	Primary Address	Email Address
Joe's Bar & Grill Inc	3015857	963 Bishop Dr, Honolulu, HI 96813	JBG2468test@gmail.com

- On the Account page, click on the Billing & Payment tile:

HEMIC
Kāhala Agency Portal

Dashboard Accounts Policies Claims Activities Reports

View all matches of number: 3015857 Advanced Search

Joe's Bar & Grill Inc (3015857)

Summary

Contacts

0
Open Activities

0
Open Quotes

0
Open Transactions

1
Claims

✓
Billing & Payment

Summary Details

Joe's Bar & Grill Inc
963 Bishop Dr
Honolulu
HI 96813

Customer Since **Apr 28, 2023**
Account Status **Active**

Producer Information

1 Open Renewals
0 Open Cancellations
0 Open Changes

Producer Code(s) **915-1-1 Matt Garcia**

Total Issued Premium **\$13,196.00**

Issued Policies

Status	Policy Number	Named Insured	Effective Date	Expiration Date
In Force	WC0057096	Joe's Bar & Grill Inc	Jul 1, 2022	Jul 1, 2023

+ New Quote for This Account

- You will see payment information in the Customer Payment Summary section. This section provides an overview of the Account's status and any delinquency.
- For further detail, under the Account, you can click into an individual policy to check on the billing and payment status of that policy.



HEMIC
Kai Fala Agency Portal

View all matches of number: 3015857 | Advanced Search

Dashboard Accounts Policies Claims Activities Reports

Joe's Bar & Grill Inc (3015857)

Summary | Contacts | 0 Open Activities | 0 Open Quotes | 0 Open Transactions | 1 Claims | **1 Billing & Payment**

Primary Payer
Joe's Bar & Grill Inc
963 Bishop Dr
Honolulu
HI 96813

Producer Code(s)
915-1-1 Matt Garcia

Status
In Good Standing

Billing Automatic Payments

Customer Payment Summary

Past Due	\$0.00	Collateral Requirement	\$0.00
Current Payment	\$1,176.00	Collateral Held	\$0.00
Total Due	\$1,176.00		

Policies Owned by this Account

Policy Number	Named Insured	Effective Date	Expiration Date	Billed Amount	Past Due	Unbilled	Policy Status	Billing Status
WC0057096	Joe's Bar & Grill Inc	July 1, 2022	July 1, 2023	\$1,176.00	\$0.00	\$0.00	In Force	In Good Standing

HEMIC
Kai Fala Agency Portal

View all matches of number: 3015857 | Advanced Search

Dashboard Accounts Policies Claims Activities Reports

Account: Joe's Bar & Grill Inc

Workers' Compensation (WC0057096) In Force

Summary | Contacts | 0 Open Activities | 0 Notes | 2 Documents | 1 Claims | **1 Billing**

[Change Policy](#)

Summary Details

Name: Joe's Bar & Grill Inc
Address: 963 Bishop Dr, Honolulu, HI 96813
Policy Effective Date: Jul 1, 2022
Policy Expiration Date: Jul 1, 2023
Policy Status: In Force
Underwriter: Brian Nakatsu

Producer Information

Producer of Record: Hawaii Insurance Agency (915-1-1)
Producer of Service: Hawaii Insurance Agency (915-1-1)

Policy Value

Total Premium	\$13,196.00
Taxes and Fees	\$0.00
Total Cost	\$13,196.00

Official IDs

NCCI Risk ID	-	Industry Code	722410
FEIN	45-7906130	Industry Description	Taverns (i.e., drinking places)
Dept of Labor ID	010-983-6581		

Policy Transactions

Job Number	Type	Policy Period Status	Premium	Effective Date
000697953	Submission	In Force	\$12,020.00	July 1, 2022
000772948	Policy Change	Withdrawn	\$12,020.00	July 1, 2022
000784993	Policy Change	In Force	\$13,196.00	July 1, 2022



Account: Joe's Bar & Grill Inc.

Workers' Compensation (WC0057096) W Form

Summary | Contacts | 0 Open Activities | 0 Notes | 2 Documents | 1 Claims | Billing

Policy Period: 1-07/04/2022 - 07/04/2023

Total Due amount may reflect premium adjustments based on cancellation, policy change, and/or audit.

Total Premium	\$12,020.00	Status: In Good Standing	View Account Billing
Taxes and Fees	\$0.00		
Total Costs	\$12,020.00		
Already Paid	\$12,020.00	Account Default	
Unbilled	\$0.00		
Due	\$0.00		
Total Charges	\$13,176.00		

Customer Payment Summary

Next Payment	\$1,176.00	May 16, 2023	Billing Method: Direct Bill
Total Due	\$1,176.00		Payment Plan: Annual 100% Down

Payment Schedule

Due Date	Paid Status	Paid	Outstanding	Statement Amount
April 26, 2023	Fully Paid	\$12,020.00	\$0.00	\$12,020.00
May 16, 2023	Unpaid	\$0.00	\$1,176.00	\$1,176.00

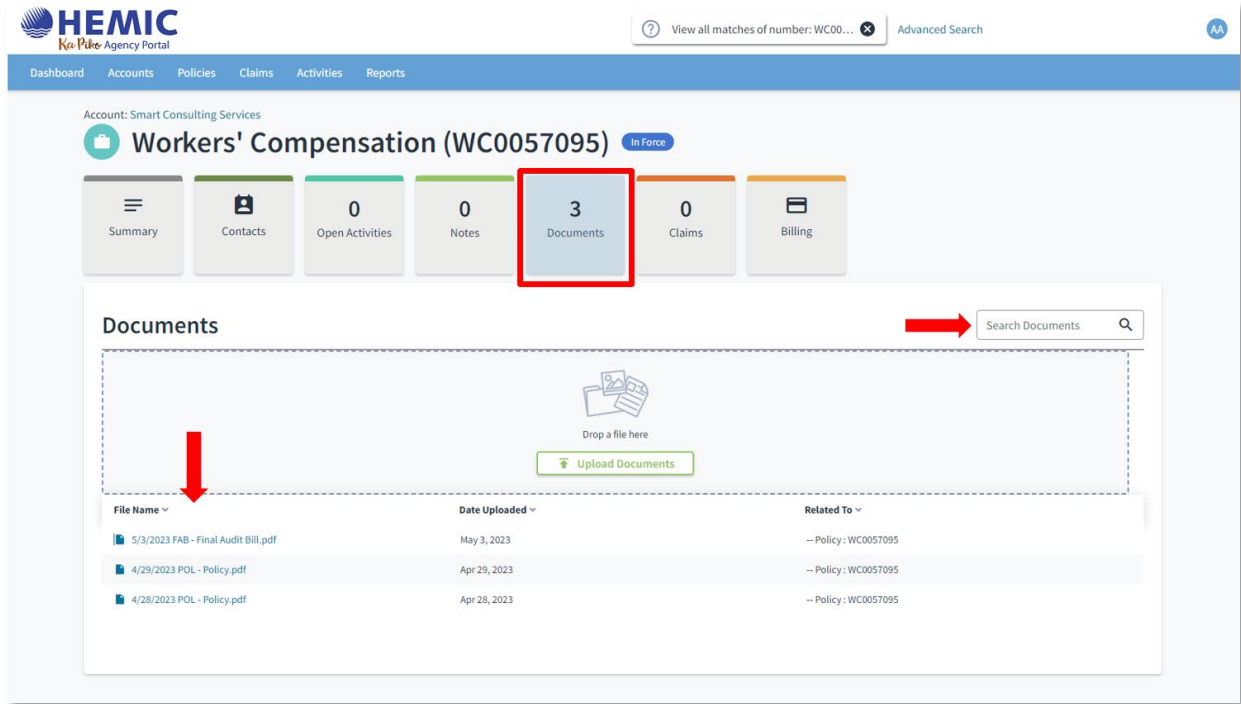
CAN I MAKE A PAYMENT ON BEHALF OF MY CLIENT?

- Agents do not have access to make customers' payments for them. This is to ensure the privacy and security of our customers' financial information.

CAN I VIEW MY CLIENT'S POLICY DOCUMENTS?

- Yes. Go to your client's Policy.
- Click on the Documents tile.
- You will see a list of their policy documents.
- You can sort or search the document list.



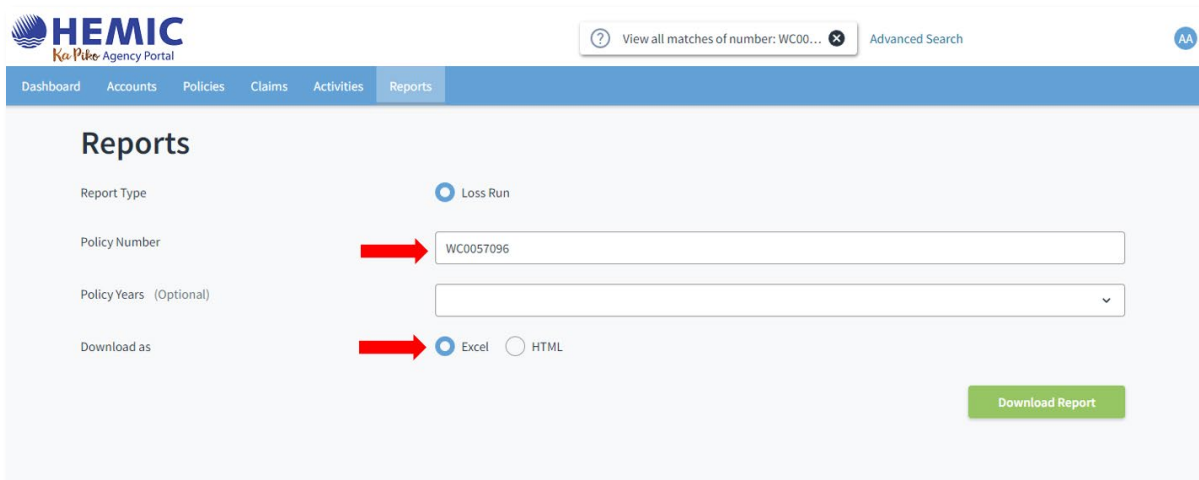


CAN MY CLIENT VIEW AND DOWNLOAD THEIR POLICY FROM THE KA PIKO POLICYHOLDER PORTAL?

- Yes. After logging into the Policyholder Portal, they should click on their Policy Number.
- This will display a list of all their policy documents underneath the Policy Details section.

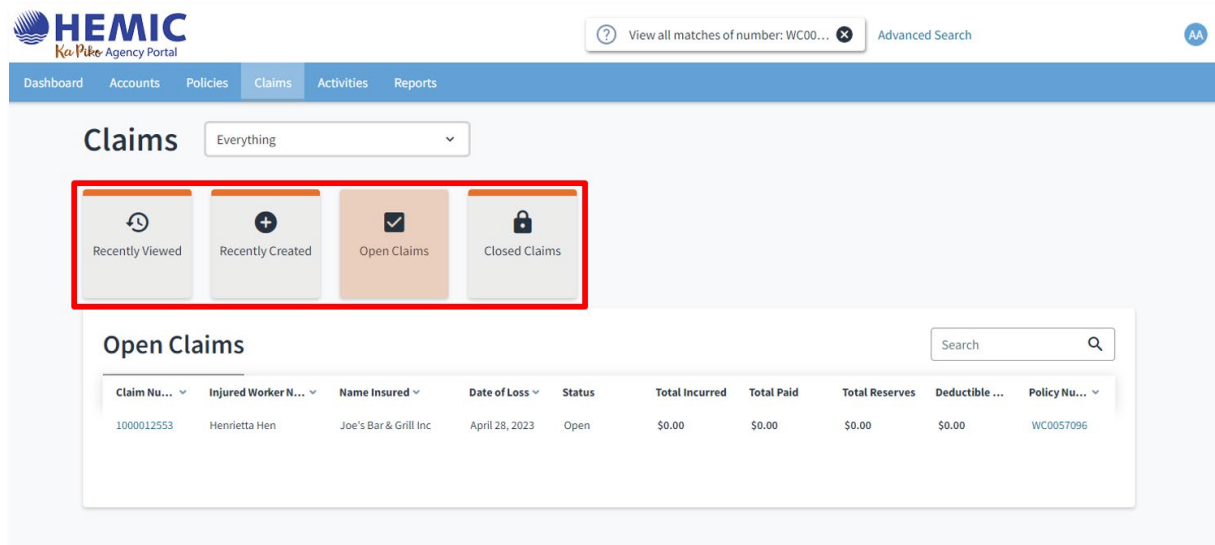
CAN I GET LOSS RUN REPORTS FOR MY CLIENT?

- Yes. After logging into the Ka Piko Agency Portal, select Reports from the top menu bar.
- Enter the Policy Number.
- Select your preferred format for the report: Excel or HTML.
- Click "Download Report".



CAN I VIEW THE STATUS OF A CLIENT'S FILED CLAIM?

- Yes. From the top menu bar, select Claims.
- You will be able to view claims by their status: Recent, Open and Closed.

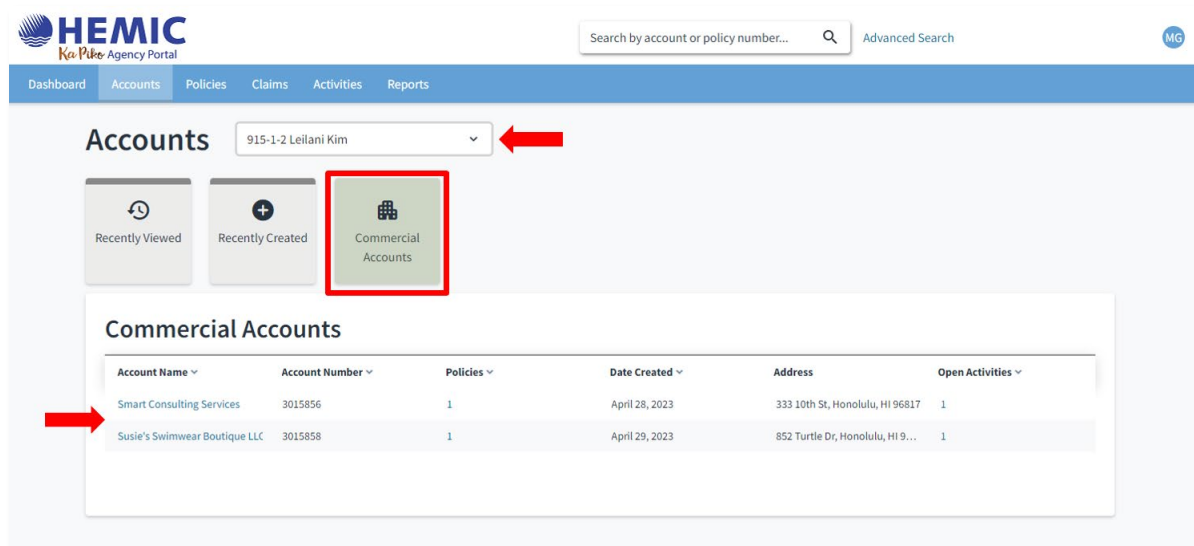


The screenshot shows the HEMIC Agency Portal interface. The top navigation bar includes Dashboard, Accounts, Policies, Claims, Activities, and Reports. The 'Claims' section is active, showing a dropdown menu set to 'Everything'. Below this, four buttons are visible: 'Recently Viewed', 'Recently Created', 'Open Claims' (highlighted with a red box), and 'Closed Claims'. The 'Open Claims' section displays a table with the following data:

Claim Nu...	Injured Worker N...	Name Insured	Date of Loss	Status	Total Incurred	Total Paid	Total Reserves	Deductible ...	Policy Nu...
1000012553	Henrietta Hen	Joe's Bar & Grill Inc	April 28, 2023	Open	\$0.00	\$0.00	\$0.00	\$0.00	WC0057096

I'M AN ACCOUNT MANAGER. HOW DO I SEE MY AGENTS' ACCOUNTS?

- From the top menu bar, go to Accounts.
- Click on the Commercial Accounts tile.
- The agents that you support will be listed in the drop-down menu.
- Select an agent to see a list of their book of business.
- Select an account to view policy information:



The screenshot shows the HEMIC Agency Portal interface. The top navigation bar includes Dashboard, Accounts, Policies, Claims, Activities, and Reports. The 'Accounts' section is active, showing a dropdown menu set to '915-1-2 Leilani Kim' (indicated by a red arrow). Below this, three buttons are visible: 'Recently Viewed', 'Recently Created', and 'Commercial Accounts' (highlighted with a red box). The 'Commercial Accounts' section displays a table with the following data:

Account Name	Account Number	Policies	Date Created	Address	Open Activities
Smart Consulting Services	3015856	1	April 28, 2023	333 10th St, Honolulu, HI 96817	1
Susie's Swimwear Boutique LLC	3015858	1	April 29, 2023	852 Turtle Dr, Honolulu, HI 9...	1

HOW DO I ENTER A SUBMISSION?

- From the Dashboard, click the green New Quote button in the upper right corner.
- The New Quote wizard will take you through the submission process.
- If your submission requires an underwriter’s review, it will be locked until their review is completed.
- Once the submission has been approved, you can request to bind.

