

FREQUENTLY ASKED QUESTIONS (FAQS)

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

I'm a new policyholder, how do I register for the Ka Piko Policyholder Portal?	2
I forgot my username. How can I log in?	2
I forgot my password. How can I reset it?	2
My login isn't working. What do I do?	4
Why did HEMIC update the Ka Piko portal?	5
Can I make a payment from my phone?	5
Can I view the balance due on my policy?	7
Can I view my payment history?	8
Can I view a copy of my invoice?	9
I think I submitted a duplicate payment. Can I cancel one of the payments?	9
Can I make a payment online with a credit card?	9
I use `AePay for payroll reporting. Can I make an audit or medical deductible payment?	10
Where can I find my agent's contact information?	10
How can I change my user profile information?	11
How do I add a new user to my company's account?	11
How can I make changes to my policy?	12
How can I view the status of a filed claim?	12



I'M A NEW POLICYHOLDER, HOW DO I REGISTER FOR THE KA PIKO POLICYHOLDER PORTAL?

- When we issue a new policy, we create a user account for the email address provided by your agent, and an email is sent to set up your password.
- If you do not receive an email, please contact your agent to request portal access for your email address. For account security purposes, your agent must request this.

I FORGOT MY USERNAME. HOW CAN I LOG IN?

• Your username is your email address.

I FORGOT MY PASSWORD. HOW CAN I RESET IT?

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



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





• The verification code will be sent from msonlineservicesteam@microsoftonline.com.



• Copy the code from the email and paste it in the Verification Code box. Then click on "Verify code".

User Details	
Verification code has been sent to y it to the input box below.	our inbox. Please copy
Email Address*	
producer0123456@gmail.com	
Verification Code*	
477016	
Verify code Send new code	
Continue Cancel	

• The User Details page will reappear. Re-enter the email address and click on "Continue."





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

HEADER CONFANIES
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.



 If the email address submitted 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 <u>HEMIC Account</u> <u>Services</u> for further assistance, or call us at (808) 208-8200.



MY LOGIN ISN'T WORKING. WHAT DO I DO?

• On May 8, HEMIC released an update to the portal with enhanced security and additional features. If you did not set up a new password at that time, please contact <u>HEMIC Account Services</u>.

WHY DID HEMIC UPDATE THE KA PIKO PORTAL?

• At HEMIC, your safety is our priority – including the safety of your electronic data. Our May 2023 update provided enhanced security protocols as well as updates to our system that will enable new online features and future enhancements.

CAN I MAKE A PAYMENT FROM MY PHONE?

- Please use a computer or tablet for electronic payments. At this time, electronic payments by phone are not possible.
- Login to the Ka Piko portal. If you have a current balance due, click the Pay Now button on the homepage.

Account Summar	v		
My Balance \$1,875.44 Overdue \$1,875.44 Due Apr29,2023 Pay Now	My Next Bill -\$517.58 Due Jun 16, 2023	My Last Payment \$4,607.10 Paid May 1,2023	My Quick Links Make a Payment Set up Automatic Payments Update My Company Details Update My User Details
Policies Policy V Named Insured V II WC0051997 Build's Swithware	:ffectiv v Expirati v Premium v Asy 1, 2023 Mar 1, 2024 511, 576.00	Status Current ~ File a Claim Active \$1,1/75.44	File a Claim HEMIC Safety Suite View Payroll Reports Dividend Plan

- If you do not have a current balance due but want to make a payment, click on Billing in the top menu bar.
- On the Billing screen, click on Make a Payment.

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- Select the amount you want to pay.
- Select Pay Now or select a future date to schedule the payment.
- Check the box to authorize the payment and click the green Pay Now button.

Billing Summary		
Account	Susia's Sectorore Boutique LLC - 3025858	*
View Involces View In	matic Payments 🕒 Hanage Bank Accounts	
Make a Payment		
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It may take up to 3 business days to process your payme	4L	
How much would you like to pay today?		
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Finance select Depresent Date		
O Paylies		
O Schedule Payment on Nay 8, 2023		
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Payment Method		
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To delate a bank account planar click on Managa Bank Accounts		
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- To set up a bank account, select Manage Bank Accounts.
- Select Checking or Savings.
- Enter the Account Number, Routing Number, and Bank Name.

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Phone Milling Claims Reports					
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Bank-of Rocka Checking	1213C00Fee				
Add Bank Account Account Type Account Number		Checkling		Savings	
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Bank Itome				Canot	

CAN I VIEW THE BALANCE DUE ON MY POLICY?

- Your current balance is shown on your Ka Piko portal homepage.
- If you click the green Pay Now button, you will go to a screen with your Current Amount Due, Next Payment Due, and Remaining Balance.

Here Billing Cla	ns Reports			۵
	Account Summary MyBalance \$1,176.00 Current \$1,176.00 Dec	My Next Bill	My Last Payment \$12,020.00 Paid May 1,2023	My Quick Links Maie a Payment Set up Automatic Payments
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				Matt Garcia Havail Insurance Agency 806:05:122 matgarciates1110gmall.com



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		Pie O O Ser	ase select Payment Date Pay Now Schedule Payment on d Confirmation Email to (Opt	idd/yyyy	18G2468test@email.com				
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CAN I VIEW MY PAYMENT HISTORY?

- From the Ka Piko portal homepage, click on Billing.
- In the Billing section, select Paid Invoices under Invoices.
- To view upcoming payments, select Invoices to Pay.

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Billing Su	mmary							
Account			Joe's Bar & Grill Inc - 301	5857				¥
Invoice Stream		- F	WC0057096					0
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CAN I VIEW A COPY OF MY INVOICE?

• For a copy of your invoice, please contact our Accounting Department at <u>acctgcs@hemic.com</u>.

I THINK I SUBMITTED A DUPLICATE PAYMENT. CAN I CANCEL ONE OF THE PAYMENTS?

- Please contact our <u>Accounting Department</u>, (808) 208-8360 as soon possible.
- If the duplicate payment was made on the same day as the first payment, we may be able to cancel the payment. If the duplicate payment was made on a different day, the amount will be applied to any future invoices.

CAN I MAKE A PAYMENT ONLINE WITH A CREDIT CARD?

• Currently, we do not accept credit card payments. We do accept payment by check and ACH transfer.



I USE `AEPAY FOR PAYROLL REPORTING. CAN I MAKE AN AUDIT OR MEDICAL DEDUCTIBLE PAYMENT?

• Yes, you can make audit and medical deductible payments through the Ka Piko Portal, which is separate from the 'AePay Portal. If you do not have a login set up for Ka Piko, please contact your agent (see FAQ #1).

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Industry Solutions		&\$3417 <u>=</u> =//\$347 <u>=</u> =//\$3474 <u>=</u> =//		
Products & Services				
Forms & Resources		Welcom	el	
News & Insights		Log in to our custo	omer portals.	
About Us				
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WHERE CAN I FIND MY AGENT'S CONTACT INFORMATION?

• Your agent's name, phone and email address are located on the portal homepage, just below My Quick Links.

My Balance	N	ly Next Bill		My Last Payment	My Quick Links	
	\$1,176.00		-	\$12,020.00	Make a Payment	
Current	\$1,176.00	ue	×.	Paid May 1, 2023	Set up Automatic Payments	
Pay Now					Update My Company Details	
					Update My User Details	
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Policies					View Payroll Reports	
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WC0057096 Joe's 8a	er & Gritt Inc Jul 1, 2022	Jul 1, 2023 \$13,196.00	-	\$1,176.00		

HOW CAN I CHANGE MY USER PROFILE INFORMATION?

• Under My Quick Links, click on Update My User Details and follow the prompts.

My Balance My			
	Next Bill My	Last Payment	My Quick Links
\$1,176.00		\$12,020.00	Make a Payment
Current \$1,176.00 Due -	- Pak	May 1, 2023	Set up Automatic Payments
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Policies			View Payroll Reports
Poocy Named Insured Effective	Expiratio V Premium V Status	S1.176.00	B Dividend Plan

HOW DO I ADD A NEW USER TO MY COMPANY'S ACCOUNT?

• Under My Quick Links, click on Update My User Details and follow the prompts.

Account Summary	-2		· · · · · · · · · · · · · · · · · · ·
My Balance	My Next Bill	My Last Payment	My Quick Links
\$1,176.00		\$12,020.00	Make a Payment
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WC005/096 Joe's Bar & Grill Inc Ju	11,2022 Jul 1,2023 \$13,196.00	Active \$1,176.00	00 Dividend Plan
			Matt Garcia
			Hawaii Insurance Agency

HOW CAN I MAKE CHANGES TO MY POLICY?

• Please contact your agent to request changes to your policy.

HOW CAN I VIEW THE STATUS OF A FILED CLAIM?

- If you have been granted Claims access for your account, you will see a Claims tab in your top menu bar. Open claims are listed under this tab.
- To view all claims, click the box "Include closed claims".

Search Q Include closed claims	ciunto	lanns						-
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