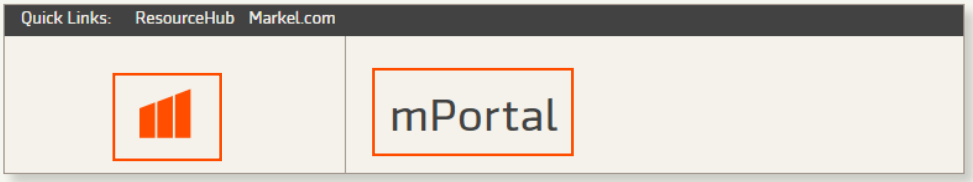
mPortal:
FAQs



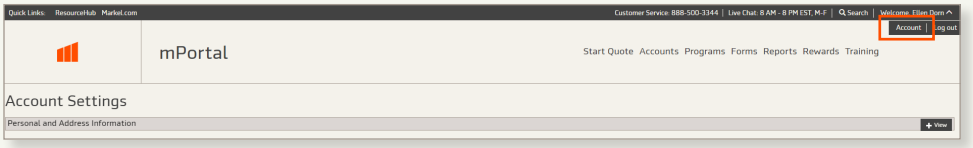
How do I navigate back to the home page?

Click the orange Markel logo or "mPortal" in the navigation section.



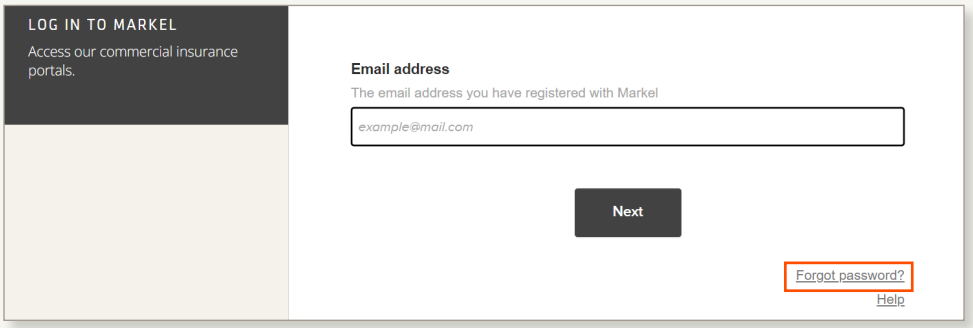
How do I look up my agency ID?

Go to "Account" in the top right of the page, click "Personal and Address Information".



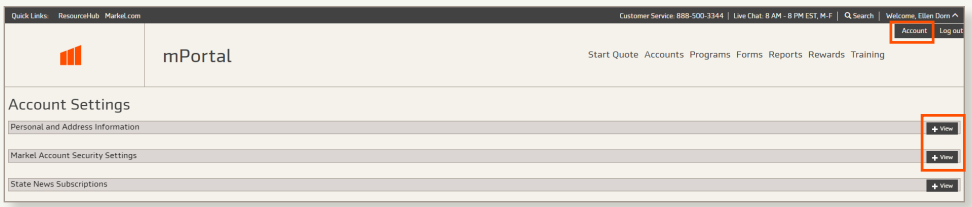
What if I forgot my mPortal password?

On the login screen, click "Forgot your password?", input the email address Markel has on file for you and select "Send". A password reset link will be emailed to the address you provided. If additional assistance is needed, contact customer service at +1.888.500.3344.



How can I update my profile and/or change my mPortal password?

Once you have logged in to your mPortal account, you can change your profile by choosing "Account" at the top of the right-hand corner of the screen. The "Account Settings" screen will allow you to change your phone number, email address, password and password security questions.

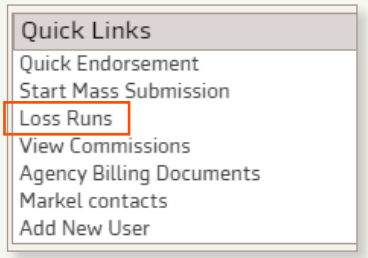


mPortal: FAQs

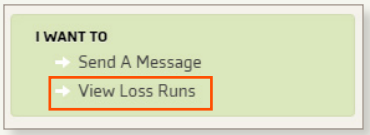
How do I pull loss runs?

For workers compensation loss runs, click "Loss Runs" under the "Quick Links" section on the bottom left of the home page. For all other product loss runs, click into the "Account Summary" page of the policy and click "View Loss Runs" under the "I Want To" section of the left side.

WORKERS COMPENSATION LOSS RUNS



ALL OTHER PRODUCT LOSS RUNS

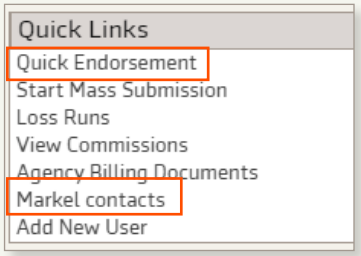


How do I submit a quick endorsement?

To start a quick endorsement, click on "Quick Endorsement" under the "Quick Links" section on the bottom left of the home page.

How do I find my Markel contact?

To find your Markel contact, click "Markel contacts" under the "Quick Links" section on the bottom left of the home page.



How do I add/delete mPortal users?

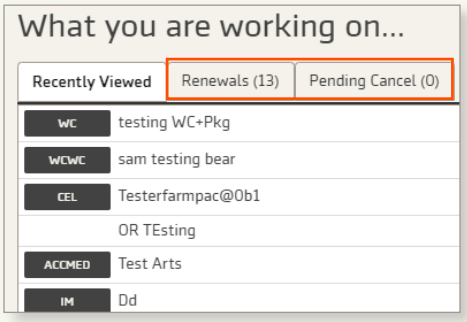
The agency principal can contact Agency Services at agencyappointment@markel.com or call +1.888.500.3344, to request the addition or removal of CSRs or producers.

How do I see upcoming renewals?

On the right side of the home page under "What are you working on…" there is a tab labeled "Renewals" with the upcoming renewals organized by effective date.

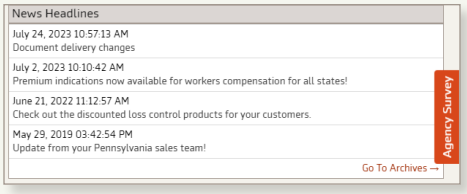
How do I see the accounts pending cancellation?

On the right side of the home page under ""What are you working on…" there is a tab labeled "Pending Cancel" with the accounts in pending cancellation status organized by effective date.



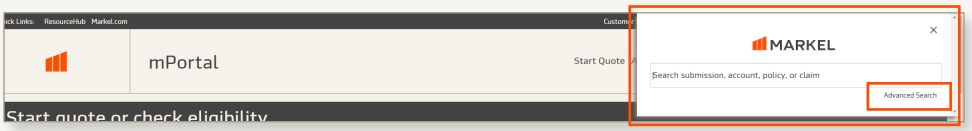
Where do I find announcements or news from Markel?

In the lower right corner of the home page, you can find the most up to date news in the "News Headlines" section.



How do I search for an account, policy, or submission?

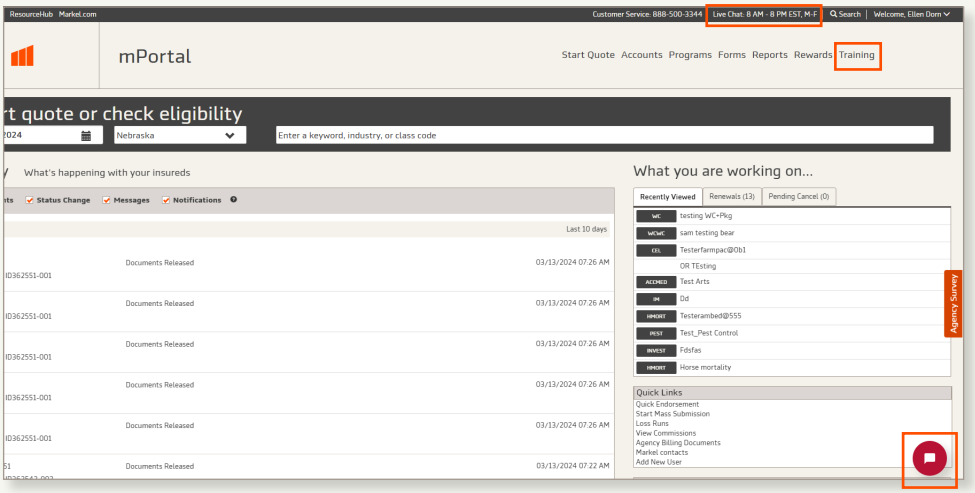
At the top right corner of the home page click “Search” and a search bar will appear. From there you can type in the policy number, insured name or account number and choose the account you are looking for from the drop-down menu. You can also click “Advanced Search” to apply additional criteria.



Where can I ask questions on the portal?

If you have a question, you can access our chat feature by clicking “Live Chat” at the top right corner of any page or by clicking the chat window icon at the bottom right on any page. Chat is available from 8 a.m. – 8 p.m. ET Monday through Friday. You can also call customer service at +1.888.500.3344.

You can find additional training resources by clicking the “Training” section in the top navigation section. Access videos, how-to guides or request a one-on-one training.



Have questions or need assistance?

Contact Markel’s Agency Services team.

If a user needs access to accounts at different office locations or if you need to remove an existing user, please email us.

Phone:
+1.888.500.3344

Email:
agencyappointment@markel.com

Portal:
account.markel.com

Coverage is provided by one or more of the insurance companies within Markel and policyholder services are provided by the underwriting manager, Markel Service, Incorporated, national producer license # 27585, in California d/b/a Markel Insurance Services, license # 0645481. Certain products and services are provided through various non-admitted insurance company subsidiaries of Markel and are offered through licensed surplus lines brokers or through Markel West Insurance Services, California license # 2E11302. Markel Specialty is a business division of Markel Service, Incorporated. Insurance carrier, coverage, dividends, and services availability may vary by state. Terms and conditions for rates and coverages varies. Markel® is a registered trademark of the Markel Corporation. © 2024 Markel Service, Incorporated. All rights reserved