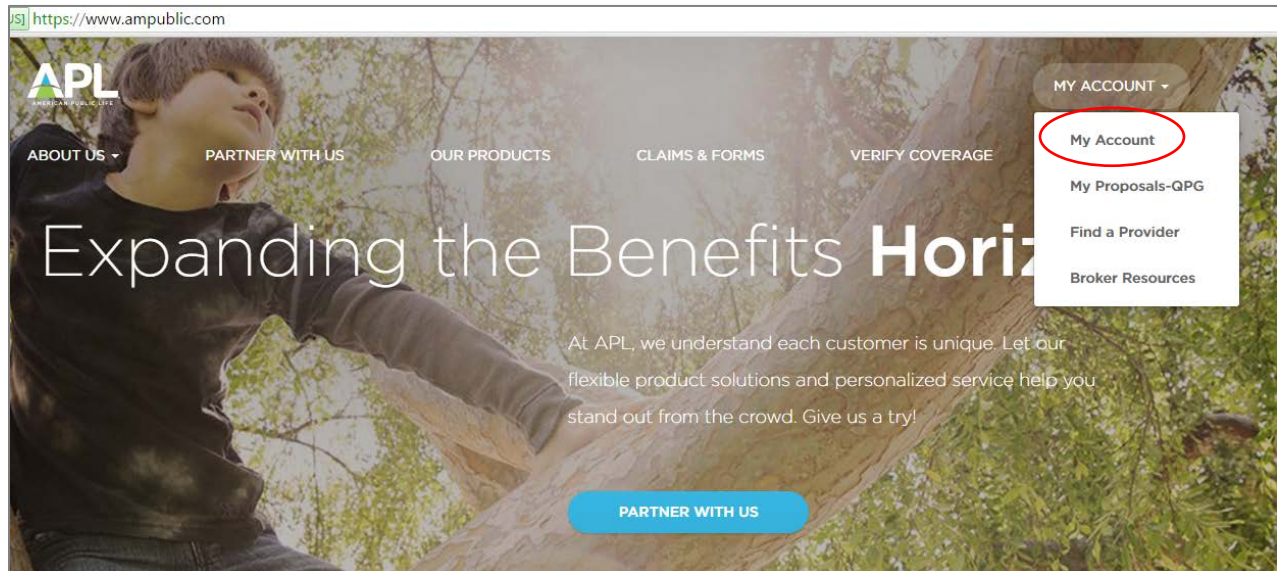


Instructions to View/Print ID Cards and Policy Documents via Online Service Center (OSC)

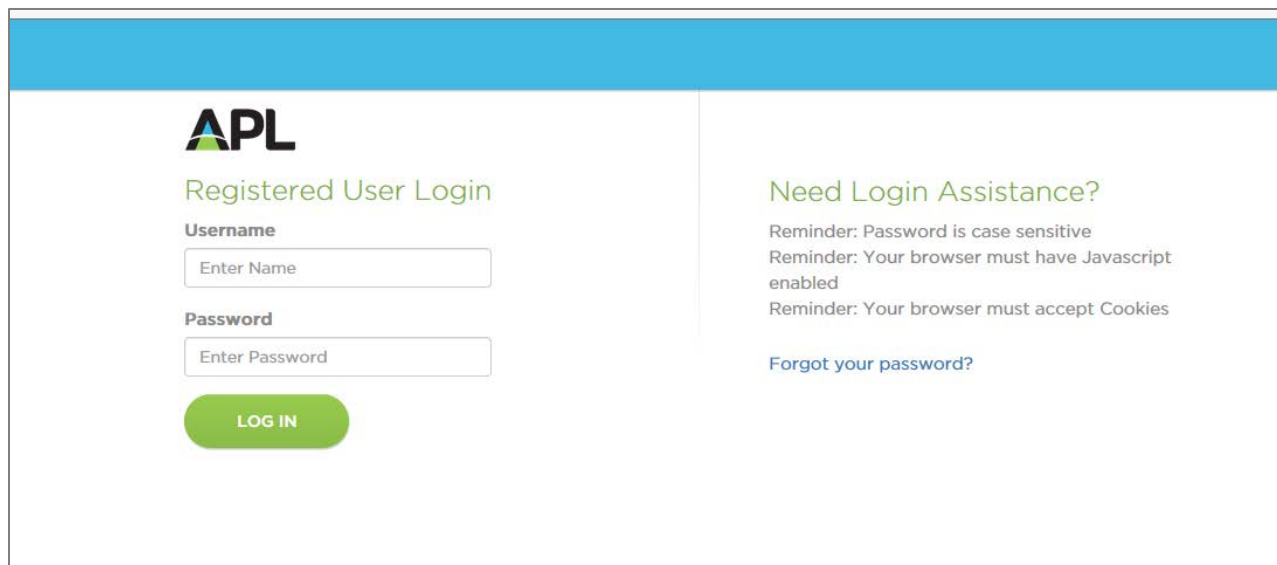


Follow the steps below to view and print your ID card and policy documents online.

1. Log into the Online Service Center (OSC) through APL's website at [ampublic.com](https://www.ampublic.com).



2. If you currently have an account on the OSC, log in.



- To establish an account, go to Get an Online Account and select Policyholder.

Get an Online Account

To setup an Online Account select your Account type:

BROKERS

GROUPS

POLICYHOLDERS

Already have a code?

If you received an Account Activation Code (AAC) you may begin your account setup process below. Please select the appropriate link for your account type.

If you do not have an Activation code:
Brokers Contact: 866-980-7483
Groups Contact: 800-256-8606 Ext. 3242

[Agent/GROUP Accounts](#)

- You'll begin the process by providing the information on this screen.

TECHNICAL SUPPORT

Login

Individual Accounts

In order to set-up your personal account, please provide the following information.

Last Name:

Social Security Number:

Residential Zip Code:

Date of Birth: Month/DD/YYYY

Random Code: 45k4j8c5 [Change Code](#)

Enter Random Code:

Submit

5. Finish the process by completing the information on the New User Setup screen.

Login

New User Setup

User Profile
Click an "info icon" for more information about an item.

ALL FIELDS ARE REQUIRED

User Name: ⓘ
Your Username must be between 6 and 12 characters in length.
Your Username cannot contain any of the following characters:
! @ # \$ % ^ & * () . , < > ? / * : ; { } [] \ = - _ + ' ~

Password: ⓘ
Please reenter your password.

Password must be at least 6 characters long and must contain at least one
(!) Alpha character and at least one (1) Numeric character.
NOTE: Your password is case sensitive. To login you will have to enter
your password exactly as you type it here.

E-mail Address: ⓘ
The following information is required in case you lose or forget your
password. When you correctly answer your Hint Question a temporary
password will be sent to your e-mail address.

Hint Question: ⓘ
Hint Answer: ⓘ

Terms & Agreements
You must agree to all terms & agreements in order to activate your On-Line Service Center Account.

I have read and agree to the **Terms of Use**. Agree Disagree

I have read and agree with the **Privacy Policy**. Agree Disagree

I have read the **HIPAA Privacy Notice**. Agree Disagree

OnLine Options
You must choose "Yes" or "No" for each option available.

You may contact me by E-mail. Yes No

continue

6. On the Confirm User Profile screen, confirm your email address, check the confirmation box and click Continue.

Confirm User Profile

Below is the profile information you entered. Please review for accuracy. To make changes before submitting, use your browser's 'Back' button to return to the previous page.

User Name: MALONE2
Hint Question: WHY THIS ACCOUNT
Hint Answer: TEST
E-mail Address: SHARON.STARNES@AMPUBLIC.COM

Your e-mail address is IMPORTANT! E-mail is the primary communication channel for the APL Service Center. Please verify that you correctly entered your email address.

I confirm all information to be correct.

continue

- Once logged into your account, click on the policy number of the product you want to view.

enter TECHNICAL SUPPORT

Services for
JULIE INSURED

MANAGE MY BUSINESS

- Account Summary
- Claims
- HIPAA Privacy Notice

Dashboard

Click on the policy number to view available documents.

- Customer Number**
APL12345
- Name**
JULIE INSURED
- Address**
123 MAIN STREET
ANYTOWN, US 98765

Policy	Description
00675057	GRP HOSP INDEMNITY
00711431	GUAR. RENEW. CANCER POLICY
00711432	INTENSIVE CARE POLICY

All documents are in Adobe PDF format. You will need the free Adobe Acrobat Reader to view these documents. We recommend version 6.0 or newer.

- To view your ID card or policy documents, click on the document number to download. ID cards will only be displayed if provided for that type of product (not all products have ID cards).

enter TECHNICAL SUPPORT

Services for
JULIE INSURED

MANAGE MY BUSINESS

- Account Summary
- Claims
- HIPAA Privacy Notice

Policy Documents

Click on the link to download your document. If the policy document is unavailable, you'll be redirected to the Policy Document Request page. After you submit a request, the document will be available for you to view/download within a few business days.

Document	Description
00675057	Certificate
115257535	ID Card

All documents are in Adobe PDF format. You will need the free Adobe Acrobat Reader to view these documents. We recommend version 6.0 or newer.

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Questions?

Please call APL's Customer Service team at **800.256.8606** or email custsvc@ampublic.com