



PENNSYLVANIA LUMBERMENS MUTUAL INSURANCE COMPANY

INDIANA LUMBERMENS MUTUAL INSURANCE COMPANY

TO: All ILM Insureds:

We invite you to rediscover the PLM and ILM websites... together!

Pennsylvania and Indiana Lumbermens Mutual are excited to announce the launch of our newly combined website on Monday, August 4, 2014.

As of Monday morning, anyone visiting either of our current websites will be redirected to www.plmilm.com, the home of our new website.

Worried about losing the features of the old websites? The new website has all the same benefits of our current websites, plus many more. Here are some of the new features that you will find when you take a moment to visit our site.

- Responsive theme- View loss control information or learn what to do in the event of a loss in real time. You can view our site on any device (computer, tablet, or phone) without losing any of the functionality.
- Locate Your Business Development and Loss Control Representative maps- Eliminate any extra calls by finding your contact directly. Click on your state and your representative contact information will appear.
- Direct Requests- Enjoy our expanded loss control DVD program library and request materials, or read the most current issue of our Lumber Memo and subscribe to future communications, directly from our site.
- Fillable PDFs- Eliminate the scanning and faxing by typing directly on First Notice of Loss forms and Dividend Election forms and emailing them in for a quick response from our dedicated staff.

Currently using the ILM epayments option*? ILM insureds can still log into the billing site through our website. Follow these directions to get logged in quickly.

1. Visit www.plmilm.com
2. Click LOGIN on the main menu, located furthest to the right.
3. The second section will be labeled "ePAYMENTS". Click on the ILM logo to redirect you to the login page.
4. Enter your login information and manage your payments.

*PLM epayments will become available when our new billing system is implemented later this year.

Looking for the ILM Insured Portal? Don't look too far! You can still sign in using the new website by following these quick directions.

1. Visit www.plmilm.com
2. Click LOGIN on the main menu, located furthest to the right.
3. The third section will be labeled "INSURED PORTAL". Click on the ILM logo to redirect you to the login page.
4. Enter your login information and manage your account.

Wish to continue reporting your ILM claims online? This option is still available! The following directions will get you to the existing login screen.

1. Visit www.plmilm.com
2. Hover over the "claims" tab on the main menu so that a dropdown menu appears
3. Click on "Report a Claim"
4. Scroll to "Submit a Claim" and find the right hand column, labeled "ILM Claims"
5. Click on "Report online" and you will be redirected to the ILM website to submit an ILM claim

We are excited about this next step and we hope that you are, too! Please take a moment to visit our site and let us know what you think by filling out our customer service survey, [here](#).

If you have any questions or concerns, please contact customer service at custserv@plmins.com or custserv@ilmgroup.com.