

USF&G Homeowner's Insurance

Getting Started: 3 Easy Login Steps

If it is your first time logging in start here:

1. Your user ID to login to the USF&G website is the same ID that you used to login to the PTS system. Your password to login is the word "password", it is NOT the same password you use to login to PTS. Once you are able to login with USF&G, it will prompt you to change your password from the word "password" to anything you choose. If you are unable to login, or have any other login related problems contact Specialty at 804-267-1528.

If you have logged in before, begin here:

2. Click on the link below to access the login page. For detailed, step-by-step instructions on getting started, there is a link at the bottom of the login page. Look for 'First time visiting the website? Click here for detailed instructions.' Or simply enter your User ID and Temporary Password and click 'Submit.' The first time you log in you will be prompted to change your password and review your user profile.
3. You can now set up other users in your agency with their own User IDs and Passwords. Go to the 'Agency Services' Tab and select 'Agency Security Options.' Enter the desired User ID in the box and click on 'Add User.' Enter the user's profile information and assign a User Role. For definitions of the User Roles, click on the underlined words 'User Role.'

To enter a quote, select the 'New Quote' tab and start writing!

CONTACT INFORMATION

Customer Service Desk: 800-232-3347
Hours: 6:30 am pacific to 4:30 pm pacific
Report Claims: 800-631-6478
Or online via the claims link on our website
Hours: 24 hours

Claims Customer Service: 800-735-8086
Hours: 6:30 am pacific to 4:30 pm pacific