



## Cómo encontrar un número de reclamo o información de ajustador en el portal de reclamos

1

Haga clic en reclamos.

The screenshot shows the New Mexico Mutual website homepage. At the top right, there are links for 'LOGOUT', 'Find an Agent', 'Pay My Bill', and a red 'Claims' button. Below these are social media icons for Facebook, LinkedIn, and YouTube. A large blue arrow points upwards from the 'Claims' button towards the 'Claims' link in the navigation bar. The navigation bar also includes links for 'Agents', 'Employers', 'Workers', 'Careers', 'About Us', 'Contact Us', 'News', and 'Español'. A banner at the bottom of the page indicates the user is an 'EMPLOYER' and is in the 'POLICY CORNER'.

2

Todas sus reclamaciones se enumerarán aquí:  
El valor predeterminado es de sus reclamos abiertos.

The screenshot shows the 'Claims' page. At the top, there is a green box labeled 'Información de ajustador'. Below it, a table lists two open claims. Each row contains columns for Claim Number, Date of Loss, Status, Policy, Adjuster Name, and Adjuster Email. The first claim is for Jan 4, 2022, with an 'Open' status, policy 74761.111, adjuster IO Handler, and email website\_admin@newmexicomutual.com. The second claim is for Dec 20, 2021, with an 'Open' status, policy 74761.111, adjuster IO Handler, and email website\_admin@newmexicomutual.com. To the right of the table, there is a sidebar with 'My Quick Links' containing 'Return to Homepage', 'File a Claim', and 'FAQ'. Below the sidebar is a small image of a person working at a desk.

3

Para incluir reclamos cerrados, haga clic aquí:

The screenshot shows the 'Claims' page again. At the top, there is a search bar with a magnifying glass icon and a 'File a Claim' button. A large blue arrow points upwards from the 'File a Claim' button towards the search bar. Below the search bar, there is a section titled 'Claims' with a paragraph of legal disclaimers about information access and liability.

4 Esto abrirá una opción "Filtrar por" y podrá hacer clic en el cuadro para agregar reclamos cerrados:

## Claims

INFORMATION THAT YOU ACCESS OR SUBMIT THROUGH THE SITE MAY INCLUDE PERSONAL OR OTHERWISE CONFIDENTIAL INFORMATION WHICH IS PROTECTED BY LAW. YOU ARE SOLELY RESPONSIBLE FOR THE SECURITY AND USE OF ANY INFORMATION THAT YOU ACCESS ON THE SITE. YOU ACCEPT SOLE LIABILITY FOR YOUR DISCLOSURE OR USE OF ANY SUCH INFORMATION FOR ANY IMPROPER PURPOSE.

A screenshot of a web page titled 'Claims'. At the top right is a blue button labeled 'File a Claim'. Below it is a search bar with a magnifying glass icon. To the left of the search bar is a 'Filter By' section with a checked checkbox labeled 'Include Closed Claims'. Below this are four filter options: 'Status', 'Policy', 'Adjuster Name', and 'Adjuster Email'.

A screenshot of a web page titled 'Claims'. At the top left is the 'New Mexico Mutual' logo. Below it are 'Home' and 'FAQ' links. The main content area has a heading 'Claims' and a sub-section 'INFORMATION THAT YOU ACCESS OR SUBMIT THROUGH THE SITE MAY INCLUDE PERSONAL OR OTHERWISE CONFIDENTIAL INFORMATION WHICH IS PROTECTED BY LAW. YOU ARE SOLELY RESPONSIBLE FOR THE SECURITY AND USE OF ANY INFORMATION THAT YOU ACCESS ON THE SITE. YOU ACCEPT SOLE LIABILITY FOR YOUR DISCLOSURE OR USE OF ANY SUCH INFORMATION FOR ANY IMPROPER PURPOSE.' A search bar is at the top. Below it is a table with columns: 'Claim Number', 'Date of Loss', 'Status', 'Policy', 'Adjuster Name', and 'Adjuster Email'. The table contains four rows of data. To the right of the table is a sidebar titled 'My Quick Links' with links to 'Return to Homepage', 'File a Claim', and 'FAQ'. Below this is a social media feed for 'New Mexico Mutual' on Facebook, showing posts like 'Your Security. Our Passion.' and 'Follow Page'.

| Claim Number | Date of Loss | Status | Policy    | Adjuster Name | Adjuster Email                    |
|--------------|--------------|--------|-----------|---------------|-----------------------------------|
| 0000154566   | Jan 4, 2022  | Open   | 74761.111 | IO Handler    | website_admin@newmexicomutual.com |
| 0000154425   | Dec 20, 2021 | Open   | 74761.111 | IO Handler    | website_admin@newmexicomutual.com |
| 0000158579   | Jan 10, 2023 | Closed | 74761.112 | IO Handler    | website_admin@newmexicomutual.com |
| 0000158347   | Dec 19, 2022 | Closed | 74761.112 | IO Handler    | website_admin@newmexicomutual.com |

5 Haga clic en un número de reclamo para ver los detalles de la pérdida

A screenshot of a web page titled 'Claims'. At the top left is the 'New Mexico Mutual' logo. Below it are 'Home' and 'FAQ' links. The main content area has a heading 'Claims' and a sub-section 'INFORMATION THAT YOU ACCESS OR SUBMIT THROUGH THE SITE MAY INCLUDE PERSONAL OR OTHERWISE CONFIDENTIAL INFORMATION WHICH IS PROTECTED BY LAW. YOU ARE SOLELY RESPONSIBLE FOR THE SECURITY AND USE OF ANY INFORMATION THAT YOU ACCESS ON THE SITE. YOU ACCEPT SOLE LIABILITY FOR YOUR DISCLOSURE OR USE OF ANY SUCH INFORMATION FOR ANY IMPROPER PURPOSE.' A search bar is at the top. Below it is a table with columns: 'Claim Number', 'Date of Loss', 'Status', 'Policy', 'Adjuster Name', and 'Adjuster Email'. The table contains four rows of data. A large blue arrow points to the first row of the table. To the right of the table is a sidebar titled 'My Quick Links' with links to 'Return to Homepage', 'File a Claim', and 'FAQ'. Below this is a social media feed for 'New Mexico Mutual' on Facebook, showing posts like 'Your Security. Our Passion.' and 'Follow Page'.

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6 Se mostrarán los detalles de ese reclamo.

| Claim Details (0000154566) |  |                        |                 |
|----------------------------|--|------------------------|-----------------|
| Summary                    | Notes  | Documents              | Financials      |
| Policy                     | 74761.111  | Account                | 187000689       |
| Status                     | Closed   | Date of Loss           | Jan 4, 2022     |
| Reported By                | Integriion Group Inc                                     | Date Employer Notified | Jan 4, 2022     |
| Loss Location              | 5201 Balloon Fiesta Parkway NE,<br>ALBUQUERQUE, NM 87113 | Primary Contact        | T D             |
| Adjuster                   |  |                        |                 |
| Name                       | IO Handler   | Phone                  | +1 505-345-7260 |
| Email                      | website_admin@newmexicomutual.com                        |                        |                 |