

Here are a few facts to help you get started with LPMS that is now in place.

Getting started:

If you are in need of looking up policy or claim information for Louisiana Citizens Property Insurance Corporation, you can do so by going to www.lacitizens.com and clicking on the link in the sub menu labeled **Quote/LPMS System**.

A disclaimer page will pop up. You will then have to click on the accept button of the disclaimer page in order to get to the Login Screen.

After accepting the Disclaimer, you will be prompted for a User Login and Password. This is the same User Login and Password that you have been using to access the *Quote Program*.

If you have never used the Quote Program, you will need to register by going to www.lacitizens.com and clicking on the link **REGISTER FOR THE LPMS SYSTEM**.

Accessing Policy Information:

In order to look up policy information, after logging into LPMS, you will need to first search for the policy by using the binoculars at the top of the menu on your left.

By clicking on the results returned by your search, you will activate that policy on the website. When you select the Application/Policy Summary menu item, the screen will be populated with the information concerning that policy. This also applies to the other sections of the site (Claims, Application, Etc.).

Checking Claim Information:

A quick way to check on claim information is to click on the Claim Menu Item Once you have logged into the site and select **Claim Summary**.

You will see an option at the top of the screen to search for a claim. Click on the binoculars and enter your search criteria. Once the results are returned click on the item you are looking for and the claims summary screen will be populated with the information concerning this claim.

Searching:

When using the Search Screens in LPMS you will have many different fields to search by. The most effective way to search is by using the Policy Number field. Policy numbers should be search for in the following format: FZD XXXXXXXX XX (*FZD being*

interchangeable with other policy prefixes). Be careful not to use too many fields for a search since any one field not entered correct or in the wrong format will prevent a result from being returned. For example if you use the address *123 Main Street* and the system only has *123 Main* for this field you search will fail.

Keep updated by going to www.lacitizens.com and clicking on the news image.