NAIT Member Portal Guide

TRANSGUARD, in partnership with the National Association of Independent Truckers, LLC (NAIT), welcomes you to visit our website (www.naitusa.com) and Member Portal. Our Member Portal is designed to help you manage your NAIT Benefits.

How to Login

1. Go to https://memberportal.naitusa.com/

2. If you are a first time user, click on the ***Register your account*** link to complete your online setup.

3. Enter your Username & Password

   a. **Username:** Enter the email address on file with our office. If you do not know your username, contact your Account Manager at 1-800-821-8014.

   b. **Password:** Enter your password (or) click ***Forgot your password.***

Home Page

1. **Alerts:** Important alerts will show on your home page.

2. **User Information:** View current User Information. Click the ***Update Member Profile*** button to update your profile Contact information, Security Questions and Password.

   NOTE - Changing your email address will also change your login/username!

3. **Download Member Id Card:** Click here to download and print your Member Id card.

4. **Mail Member Id Card:** Click here to have your Member Id card mailed to the address on file.

5. **Make a Payment:** To make an on-line payment, click the ***Make a Payment*** button and follow the on-line instructions.

6. **Toolbar:** The blue toolbar in the middle of the web page displays the recent features that have been accessed. Clicking on the **X** in the corner of a particular tab will close that feature.

Claims

1. **Claims Reporting Card** – Provides detailed information on how to report claims. The card can be downloaded and printed, emailed or mailed to the address on file.

2. **Existing Claims** – View claim number, date of loss, brief description, and loss payment information.

Home	Claims ✖			
Download claims reporting information card.		📄 Open	✉ Email To Me	📧 Mail Claim Card

Claim Submission Contact Information

Claims may be reported 24/7/365 days per year to:
TransGuard Insurance Company
P.O. Box 2148
Warrenville, IL 60555-9936
Email: claims.transguard@iatinsurance.com
Phone #: 1-800-474-2526
Fax #: 1-630-864-3584

🚚 Submit A New Claim

Passenger Accident Contact Information

Provider: Great American Insurance Company
Claims should be reported to Great American Insurance Group. Great American's claim number: 800-297-1971.

Email: truckerclaims@gaig.com
Fax #: 1-877-335-8910

Written notice may be mailed to:
Great American Insurance Group
Trucking Claims
P.O. Box 2348
Cincinnati, OH 45202

> **If there are no claims, this information will display.**

No Claims Found

You currently have no viewable claims! If you believe this to be an error, please Contact Us.

3. **Submit a new claim** – Provide the details of the claim by completing the fields. Any necessary documentation can be included in the *Supporting Documentation* section.

Coverage

1. **Coverage Summary** – Provides a list and description of all coverages available to you.

   a. Click *View Full Summary* to download a detailed version of the coverage summary in PDF format.

2. **Request A Change** – Use the form to add, change or cancel coverage and driver or equipment.

   a. Click on the ⊕ next to the appropriate selection: driver or equipment. This will expand the appropriate form for completion.

   - If you clicked on a form type in error, click the **X** in the upper right corner of the form.

Home	Coverage Summary ✖	
Driver		⊗

   - If multiple drivers or equipment, simply click the ⊕ next to the form type at the bottom of the page.

   - Any necessary documents can be attached to the form, in the *Attachments* section.

   - Click *Submit Change Request* when complete. The form and documents will be sent directly to your account manager for review and processing.

3. **Evidence of Coverage** - Click to download and print or have the document emailed to the address on file.

Documents

- ❖ Documents can be viewed in PDF format or emailed to the address on file by clicking on the desired icon.

    1. **Invoices** – When selecting from the list, it will take you to the *Reports* tab to select the invoice period to view.

    2. **Applications** – Applications can be printed or emailed to the email address we have on file.

    3. **Electronic Document Signing** – This link will take you to our website to complete the Membership and Insurance applications electronically.

    4. **Notices** – A list of notices that apply to TransGuard policies.

    5. **State Forms** – These are forms that are required by specific states when requesting coverage in that state.

    6. **Other** – Miscellaneous forms and documents in regards to TransGuard insurance coverages or NAIT Member Benefits.

Member Benefits

- ❖ Explore the many benefits that NAIT Membership has to offer.

    1. **Business Tools**

    2. **Entertainment**

    3. **Health and Wellness**

    4. **NAIT Insurance Program**