

# Download Request / Update Form

Once your download is processed, you will receive a confirmation email. The process could take two or more weeks due to the increased volume of requests, so we thank you for your patience in advance.

**Please note: eDocs functionality may not be available for all systems. Please contact your vendor if you have any questions or concerns.**

**Download the form, complete the fields and save, then email, as an attachment, to [AIShelp@stateauto.com](mailto:AIShelp@stateauto.com).**

- You may need [Adobe Acrobat](#) to complete the interactive form
- To save your completed document: CTRL+Shift+S on Windows - or - CMD+Shift+S on Mac

## Download Information

Agency Code(s)	Agency Name	Agency Email Address
Name of Agency Management System/Version	AMS/360 Participant Code (if applicable)	

Current IVANS account users:

IVANS Y-Account #	IVANS User ID
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I do not have an IVANS account with any carrier

Please indicate the options you want turned on:

### Personal Lines

- Auto
- Home
- Dwelling Fire
- Umbrella
- Daily Download

### Commercial Lines

- Business Auto
- BusinessOwners Choice
- Commercial Fire
- Commercial General Liability
- Preferred Business Package
- Special Account Package
- Series One Contractors
- Workers' Comp
- Daily Download

Claims Download: status and information

Claims eDocs\*: FNOL, Police Report, Letters

Policy eDocs\*: Application, Dec page, ID Cards

Direct Bill Commissions: statement downloaded 5th of each month

If you would like options turned off, please select below:

### Personal Lines

- Auto
- Home
- Dwelling Fire
- Umbrella
- Daily Download

### Commercial Lines

- Business Auto
- BusinessOwners Choice
- Commercial Fire
- Commercial General Liability
- Preferred Business Package
- Special Account Package
- Series One Contractors
- Workers Comp
- Initial Load
- Daily Download

Claims Download: status and information

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Questions? Check out this [FAQ](#) or reach us at 833-SAHelps

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