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New Deadline to Accept and Decline Claims Work in the Johns Manville Portal

To better service our Building Owner customers, effective January 1, 2019, JM will require that cases assigned to contractors be accepted or declined within 48 hours. Once logged into the JMConnexus portal, you will accept or decline a case under the "Claims Work" section. There is no penalty for declining cases as the focus is to ensure timely service to the Building Owner.

If you are the original contractor and the roof falls within your two-year responsibility period, per the contractor agreement you must login and accept the claim.

If you are a new contractor or need assistance with the JMConnexus Portal, please contact your Claim Specialist at 1-800-922-5922 and then press "1".

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