



2025

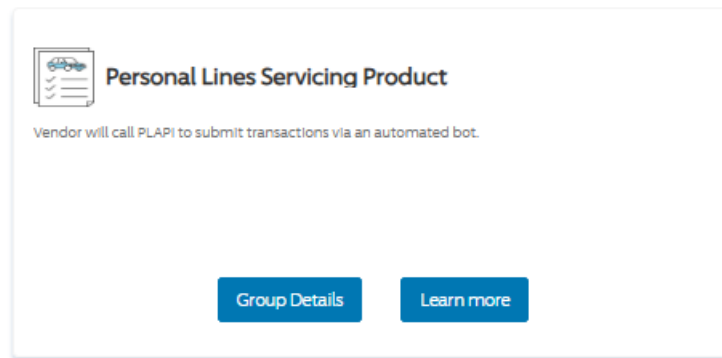
Personal Lines Servicing – On-Boarding Community

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Access the Personal Lines Servicing Product

- Click on the **APIs** tab to show the API Catalog with an API Group that your application can be subscribed to, gaining access to a suite of APIs.



- Click on **Group Details** on the Personal Lines Servicing Product tile.
- To view the API documentation, click the **API Details** button.

1. OAuth2 Custom Provider

This API is required to generate OAuth Tokens to be used with the portal api's. (Use the OAuth resource endpoint /v1/OAuthToken on the API to generate a token)

2. Personal Lines Servicing

Vendor will call PLAPI to submit transactions via an automated bot. artifactId: personallinesservicing

API Details

API Details





2. Personal Lines Servicing 1.0

Vendor will call PLAPI to submit transactions via an automated bot. artifactId: personallinesservicing

Download Spec as OAS

API DOCUMENTATION API CONSOLE

Personal Lines API Portal Suite

- API Intent
- Using PLAPI
- Obtaining An OAuth Token
- Obtaining An Account Session Id
- Using A Flow transaction

API Intent

Personal Lines API (PLAPI) is intended to allow users to access account information, summary policy data, and to execute policy endorsements and transactions for Personal Lines policies.

Using PLAPI

PLAPI is a restful api that requires an OAuth token and is accessed through an api gateway. Even though PLAPI is restful, due to capacity and data constraints, it requires a session to be cre

Obtaining An OAuth Token

The URL to our API Gateway will be provided to you. You will be required to obtain an OAuth token and pass an authorization header with the OAuth token when calling PLAPI endpoints. T provided. Once you have passed through our gateway, we will route you to our API. You will only have access to data to which you are entitled. Unauthorized access attempts to data that y

Environment	URL	Request Headers
QA	https://q-api.progressive.com/v1/OAuthToken	Authorization [required], Client ID: TBD, Secret: TBD
Prod	TBD	Authorization [required], Client ID: TBD, Secret: TBD

Obtaining An Account Session Id

To obtain an AccountSessionId, a user must POST to the handshake endpoint to start up using PLAPI. In the response, you will receive basic account and policy data for policies on the acco policies on the account. When accessing PLAPI in QA, the policies and account must align to the QA environment that the policies were created for. Also note the set of PolicyInfoKey for th a specific policy.

HTTP Method: POST

URL: <https://q-api.progressive.com/personallinesservicing/{qaEnvironment}/v1/handshake>

Example Payload:

- Use the **API Console** to test out the API.



2. Personal Lines Servicing 1.0

Vendor will call PLAPI to submit transactions via an automated bot. artifactId: personallinesservicing

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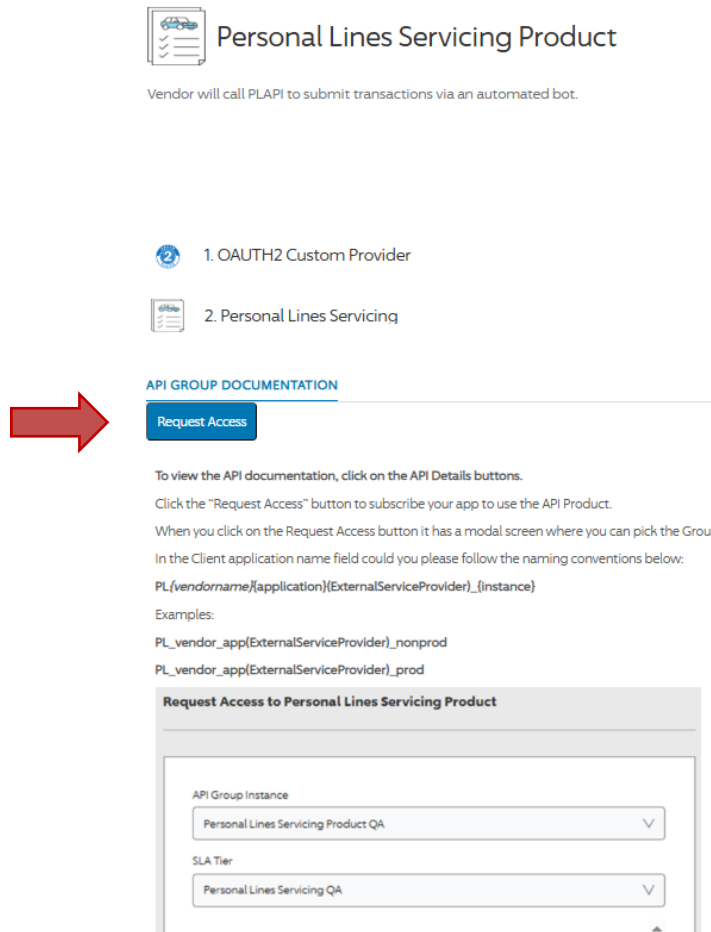
API DOCUMENTATION API CONSOLE

The screenshot shows the API Console interface for the endpoint `/v1/handshake`. The console is configured with the following details:

- Endpoint:** `https://q-api.progressive.com/personallinesservicing/{qaEnvironment}/v1/handshake`
- Method:** `POST`
- Headers:**
 - `Authorization` (String, Required)
 - `Content-Type` (String, Required, Value: `application/json`)
- Body:** (JSON)

Subscribe to the Personal Lines Servicing Product

- Click the **Request Access** button to subscribe your app to use the API.



The screenshot shows the 'Personal Lines Servicing Product' page. At the top, it says 'Vendor will call PLAPI to submit transactions via an automated bot.' Below this are two numbered steps: '1. OAUTH2 Custom Provider' and '2. Personal Lines Servicing'. A red arrow points to the 'Request Access' button under the 'API GROUP DOCUMENTATION' section. Below the button, there is text explaining the API documentation and naming conventions for the client application name.

Personal Lines Servicing Product

Vendor will call PLAPI to submit transactions via an automated bot.

1. OAUTH2 Custom Provider
2. Personal Lines Servicing

API GROUP DOCUMENTATION

Request Access

To view the API documentation, click on the API Details buttons.
Click the "Request Access" button to subscribe your app to use the API Product.
When you click on the Request Access button it has a modal screen where you can pick the Group
In the Client application name field could you please follow the naming conventions below:
`PL{vendorname}{application}(ExternalServiceProvider)_{instance}`
Examples:
`PL_vendor_app(ExternalServiceProvider)_nonprod`
`PL_vendor_app(ExternalServiceProvider)_prod`

Request Access to Personal Lines Servicing Product

API Group Instance
Personal Lines Servicing Product QA

SLA Tier
Personal Lines Servicing QA

- When you click on the Request Access button, a modal screen will pop up where you can pick the Group instance and enter your application details.
- In the "Client application name" field could you please follow the naming conventions below:

PL{vendorname}{application}(ExternalServiceProvider)_{instance}

Examples:

PL_vendor_app(ExternalServiceProvider)_nonprod

PL_vendor_app(ExternalServiceProvider)_prod

QA Example:

Request Access to Personal Lines Servicing Product

API Group Instance

Personal Lines Servicing Product QA

SLA Tier

Personal Lines Servicing QA

OAuth Provider

# of requests	Time Period	Time Unit
1000	1	Day

PersonalLinesServicing

# of requests	Time Period	Time Unit
1000	1	Day

☐ Select an existing client application

☒ Create a new client application

Client application name

Client application description (Optional)

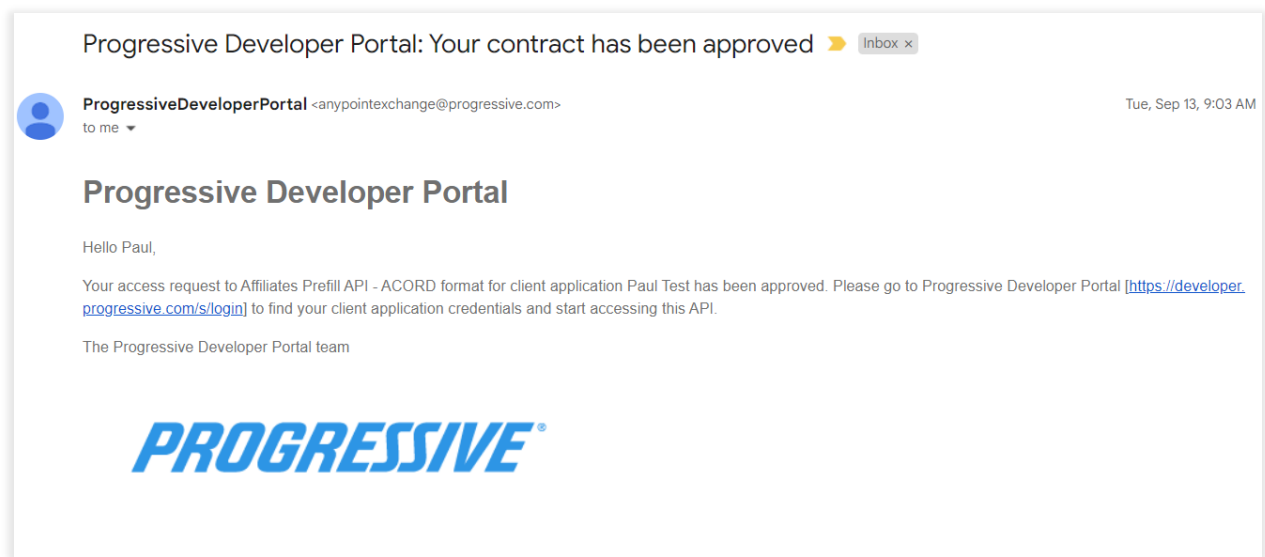
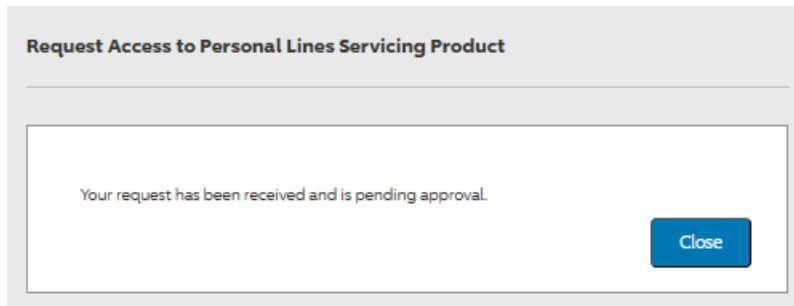
OAuth 2.0 redirect URIs (Optional) ⓘ

https://domain.com/callback

Cancel

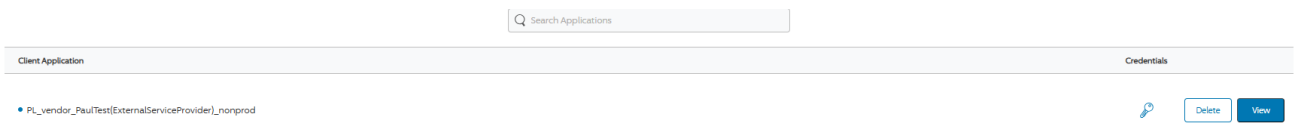
Request

- Once your subscription has been approved, you should get a subscription email instructing you to log in to the portal and find your client application credentials to start accessing the API.



View the Personal Lines Servicing Product and Client Credentials

- Log in to the portal and click on the **My Applications** tab to see your App's request status, API keys and metrics. Click **View** on the row with your application.



- To check the status of your request, or to verify your registered app has access to the API, scroll to the bottom of the Application page. Click the arrow under **API Contracts** to expand the section to see all details.

API Contracts



API	Environment/Instance	SLA Tier	Request Status
Personal Lines Servicing Product API Group v1			
Personal Lines Servicing Product QA	OAuth Provider PersonalLinesServicing	Personal Lines Servicing QA	Pending

- In non-prod this is can be approved in a few minutes once we receive the request.
- In Prod it will take longer (usually within 24 hours). You will get notified via email as well when your app has been approved.

Congratulations! You can now start calling to the Personal Lines Servicing Product.