

Breach of Requirements for Continued Appointment

Late Submissions Resume March 1

February 09, 2021

Citizens tracks late submissions as part of our Agent Performance Standards Program to reinforce the requirement that documents related to Personal Lines new-business risks be submitted within five days of the requested effective date of the policy. This ensures that our Underwriters can make timely underwriting decisions and customers receive the best possible experience.

Due to the COVID-19 health risk, Citizens suspended consequences for late-submissions in March of 2020. Beginning March 1, 2021, Citizens will resume counting late-submission violations. A late-submission violation occurs when an agent does not respond to the five-day warning notice activity in PolicyCenter® and fails to submit all required documentation within 15 calendar days of the policy effective date.

New Resource

To assist agents in avoiding violations, Citizens has developed a new [Agent Performance Standards Program Guide](#), which is posted on the *Training* page on the *Agents* website, under [Personal Job Aids](#). It includes:

- An overview of the program and its purpose
- The processes for monitoring compliance
- How to dispute violations

In addition to late-submission violations, agency staff should be aware of and avoid the following most common performance violations:

- Circumventing the document submission process
 - Submitting an ineligible risk
 - Submitting an uninsurable risk
 - Premium posted on an unbound risk
 - Failure to upload a premium finance company contract (when applicable)
 - Incorrect application of credits, discounts or surcharges
 - Missing required signature(s) on the application and applicable supporting documents
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myAgency Dashboard

Citizens will add information about late-submission violations to the myAgency dashboard beginning March 1, 2021. Agency principals and their designees can log in to myAgency and select **Dashboard > Performance Violations** for details.

For more information about myAgency, select **myAgency** on the *Agents* website, and look in the *Spotlight* section to access the updated [myAgency User Guide for Agency Principals](#), which provides step-by-step instructions for all myAgency features.

Resources

In addition to the new [Agent Performance Standards Program Guide](#), Citizens has many training resources and frequently asked questions (FAQs) to help agents avoid violations. Most require login to the *Agents* website.

Credentialed agency staff can view a recorded webinar titled [Avoiding Performance and Late Submission Violations](#) to help them understand what is expected of them. It is available on the *Training* section of the *Agents* website under [Webinar Recordings](#).

For step-by-step instructions for common PolicyCenter® functions, see the following personal or commercial job aids accessible from the left side of the *Training* page of the *Agents* website:

- [New-Business Submission Guide](#)
 - [Uploading and Linking Documents](#)
 - [Creating an Effective Date Change Request](#)
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Frequently Asked Questions

Use our frequently asked questions for more information about this program. Select **FAQs** from our website's top menu and enter the following in the search field:

- *Late-submission*
 - *+Performance +violation*
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FAQ Notes

- Login is necessary to view agent-level answers.
- Agents also can access the FAQs via the *Knowledge Base* link by clicking the wheel icon at the top-right corner of every screen in PolicyCenter.

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