

# Enhancements to myPolicy are Live

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**November 22, 2021**

Citizens is launching enhancements today to myPolicy, our online tool that is available 24/7 and enables policyholders to report a claim, view claim and policy status, and make payments. The enhancements include automatic myPolicy registration for new-business policyholders and expanded functionality for Commercial Lines policyholders.

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## Automatic myPolicy Registration for New-Business Policyholders

When a new policy issues and the policyholder provided a valid email address, Citizens will send them an email with the subject *Citizens Account Registration Confirmation* that includes instructions and a link to activate their myPolicy account. If they don't activate their account, Citizens will send a reminder email 20 days later.

Automatic registration applies to all new policyholders except when a policyholder did not provide a valid email address, has an existing myPolicy account or is an entity such as a corporation.

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### Notes

- Policyholders can register or complete their registration via [myPolicy](#), even if they received the *Citizens Account Registration Confirmation* email. The email address they enter in myPolicy must match their email address in PolicyCenter®.
  - If they're not automatically registered, policyholders can use the *Update Contacts* link on the [myPolicy](#) webpage to update or add their email address, which will allow them to register for myPolicy.
  - Agents must submit policyholder contact updates via PolicyCenter.
  - Policyholders who have an email address associated with an existing myPolicy account can use their existing login credentials to add a new policy to their account.
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## Commercial Lines Enhancements

After a Commercial Lines policyholder registers for myPolicy, they can view policy, billing and payment details and make a payment for their policy. Previously, these features were available only for Personal Lines

policyholders.

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## Future Enhancements

Stay tuned. Citizens has paperless document delivery and other myPolicy enhancements scheduled for 2022.

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## Resources

- Credentialed agency staff can log in to the *Agents* site and select **Training** > **Personal Job Aids** or **Commercial Job Aids** to access an updated [myPolicy Guide](#).
- Visit the myPolicy [webpage](#) for basics about this online tool.
- Select **FAQs** on the top-menu of the *Agents* website and:
  - Enter *myPolicy* in the *Search* field to access more information about myPolicy.
  - Enter 2353 in the *Search* field for step-by-step directions on how to update a policyholder's email address.

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