

Updating Contact Information During First Notice of Loss Entry

August 02, 2018

Agents now can update a phone number and/or email address for a policy's first and any additional named insured when entering a first notice of loss (FNOL). The information automatically will update on the account and policy for which the FNOL is submitted. As a result:

- Once the update is made during the FNOL process, it will be used as the primary contact information going forward.
- Citizens adjusters and staff will use the updated information.
- An activity will go to the agent of record to confirm that contact information was updated on the policy.
- If necessary, update contact information for the customer's additional policies by submitting a policy change.

Updating a Named Insured's Phone and/or Email

When a policy's first or additional named insured reports a loss, initiate a new FNOL:

1. Select the first or additional named insured's name on the *Reported By Name* drop-down list.
2. Select **Self** on the *Relationship to Insured* drop-down list.
3. The *New FNOL* screen displays a message and a link to update their phone and/or email. Select the **Contact link**:

The screenshot shows the 'New FNOL' form with the following fields and values:

- Reported By Name:** Performance Test (indicated by a red arrow)
- Phone Number:** 786.329.8882
- Phone Type:** Home
- Email:** performance.test@citizensfia.com
- Relationship to Insured:** Self (indicated by a red arrow)

A red box highlights the following message and link:

If displayed phone and/or email needs to be updated, select the **Contact link**.

Contact: Performance Test (indicated by a red arrow)

Has Additional Phone Number?: Yes No

Addl Phone Number1: [Input field with X placeholder]

Addl Phone Number2: [Input field with X placeholder]

Figure 1: *Contact* link on the *New FNOL* screen

4.

Complete the fields as necessary on the *Contact Detail* screen and designate a primary phone number (for persons). After submission, the *New FNOL* screen displays the updated information.

Resources

For additional processing details, log in to the *Agents* site:

Access the *Training* section's *Personal* and *Commercial* pages for the updated *Submitting a First Notice of Loss* job aid.

From the website's top menu, select **Search** → **Search Frequently Asked Questions** (FAQs). Enter *FNOL* into the search field.

Share:

- mailto:?subject=Updating Contact Information During First Notice of Loss Entry&body=Check out this site I came across http://www.frpcjua.com/en/web/public/agent-updates-bulletin?p_p_id=com_liferay_journal_web_portlet_JournalPortlet&p_p_lifecycle=2&p_p_state=exclusive&p_p_resource_id=exportArticle&p_p_cacheability=cacheLevelPage&com_liferay_journal_web_portlet_JournalPortlet_groupId=20702&com_liferay_journal_web_portlet_JournalPortlet_articleId=8193988&com_liferay_journal_web_portlet_JournalPortlet_plid=1490056&com_liferay_journal_web_portlet_JournalPortlet_portletResource=com_liferay_asset_publisher_web_portlet_AssetPublisherPortlet_INSTANCE_3YC3hsskaUbZ&com_liferay_journal_web_portlet_JournalPortlet_targetExtension=pdf