

# Personal and Commercial Lines: Policy Data Download Service and Updates

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**November 18, 2019**

IVANS, a subscription service that downloads policy data to your agency management system, has expanded its service to include Commercial Lines data and commission information.

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## Policy Data Download: How It Works

Citizens automatically transmits any new or updated policy information to IVANS nightly, and IVANS automatically downloads it to the subscriber's agency management system the following day.

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## Commissions Data

Effective August 3, 2019, IVANS service now includes commissions data, which downloads the beginning of each month.

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## IVANS Fee Increase

Current subscribers are billed \$14.95 a month until June 1, 2020. After June 1, 2020, the fee will increase to \$18.95.

*Note:* Subscribers will be billed for each month in which there is download activity.

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## Subscribe to IVANS

To subscribe to this optional service, visit <https://ice.ivansinsurance.com/citizens>. When subscribing, provide your agency's Federal Employer Identification Number (FEIN) and the Citizens Agency ID, which is found

on *Declarations* pages.

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## Notes

- Current subscribers without Citizens data must complete the registration process to add it to their IVANS subscription. These subscribers will be billed \$18.95 monthly.
  - Current subscribers with Citizens data will receive the agency's Commercial Lines data automatically.
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## Future Enhancements

Citizens is partnering with IVANS to include claims information in its downloads at a later time.

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## Resources

For more information, log in to the *Agents* site, and:

- Click on **myAgency**, then see the [Agency Download](#) webpage.
- Using the *Frequently Asked Questions* feature under the *Search* menu, search for *IVANS*.
- Select **Contact Us** on the top of the page to submit questions to Citizens.

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