

New Policyholder Self-Service Features

November 13, 2018

Citizens has implemented more self-service features for policyholders, as explained below.

Updating Phone Number and Email Address

First named insureds who are not registered for myPolicy now can update their phone number and email address via a link on the [Contact Us](#) and the [myPolicy](#) pages of the Citizens website. To update, they must enter specific policy information as it appears on their *Declarations* page or *Policyholder ID Card*.

Note: Existing myPolicy users must contact their agent to submit changes to this information.

Update Contact Information

To update your phone and/or email, enter the following information exactly as it appears on your [Declarations page/Policyholder ID Card](#). You must be the first named insured to update policy contact information.

Person Company

First name:

Last name:

Policy number:

Property/primary address:

City:

ZIP:



Complete all required fields.

By clicking *Next*, I affirm that I am the first named insured listed on the [Declarations page](#) of this insurance policy. I understand that all other persons, including authorized representatives, must obtain assistance by calling Citizens at 866.411.2742.

Next

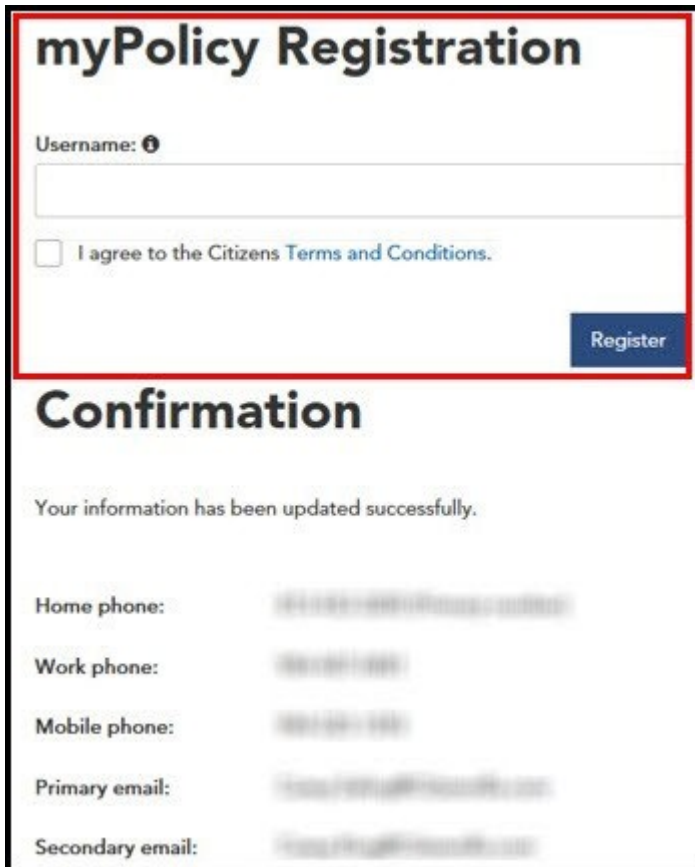
Figure 1: Update Contact Information first screen

After the first named insured submits the change:

- Citizens will mail a letter to the first name insured, confirming the phone and/or email address update.
 - Their agent will receive a notification activity in PolicyCenter[®] with the subject *Contact Information has been updated for Policy xxxxxxxx*, which will display for 60 days.
 - A policy note will be added about the update.
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Register for myPolicy

As part of this new feature and to promote use of myPolicy, Citizens has added a myPolicy registration option to this process. After a first named insured selects **Yes** to the myPolicy inquiry on the second *Update Contact Information* screen, they will be able to create their own myPolicy username in the screen that follows.



The image shows two stacked screenshots from a web application. The top screenshot is titled "myPolicy Registration" and contains a form with a "Username:" label, an input field, a checkbox labeled "I agree to the Citizens Terms and Conditions.", and a blue "Register" button. The bottom screenshot is titled "Confirmation" and displays the message "Your information has been updated successfully." followed by a list of contact information: Home phone, Work phone, Mobile phone, Primary email, and Secondary email, each with a corresponding input field.

Figure 2: Update Contact Information third screen

Policyholder Communications

To communicate this new process and to encourage myPolicy registration, Citizens will send letters in the upcoming months to myPolicy nonusers with no email address on file or whose email addresses are incorrect.

Resources

- Personal Lines Bulletin: [New myPolicy and Update to Website Login](#)
- Personal Lines Bulletin: [Enhancement to myPolicy: Submit Claims](#)
- Log in to the *Agents* site, and from the website's top menu, select **Search** → **Search Frequently Asked Questions** (FAQs), and enter *myPolicy*. Search returns include the *myPolicy Overview for Agents job aid*.
- Policyholders can search frequently asked questions (FAQs) by selecting the **Frequently Asked**

Questions link on the right side of the myPolicy *Login* page and using the keyword *myPolicy*.

Share:

- [mailto:?subject=New Policyholder Self-Service Features&body=Check out this site I came across http://www.citizensfla.com/en/plb?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=8852861&com_liferay_journal_web_portlet_JournalPortlet_plid=30878&com_liferay_journal_web_portlet_JournalPortlet_portletResource=com_liferay_asset_publisher_web_portlet_AssetPublisherPortlet_INSTANCE_3YC3hsskaUbZ&com_liferay_journal_web_portlet_JournalPortlet_targetExtension=pdf](mailto:?subject=New%20Policyholder%20Self-Service%20Features&body=Check%20out%20this%20site%20I%20came%20across%20http://www.citizensfla.com/en/plb?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=8852861&com_liferay_journal_web_portlet_JournalPortlet_plid=30878&com_liferay_journal_web_portlet_JournalPortlet_portletResource=com_liferay_asset_publisher_web_portlet_AssetPublisherPortlet_INSTANCE_3YC3hsskaUbZ&com_liferay_journal_web_portlet_JournalPortlet_targetExtension=pdf)