

Agent-Initiated Cancellation Request Enhancements

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Citizens has made enhancements in PolicyCenter[®] to assist commercial agents with submitting cancellation requests. These enhancements are similar to the Personal Lines cancellation process and are outlined below.

Details

With the enhancements:

- An agent can indicate a change of mailing address in the cancellation request, and:
 - An Underwriter will complete a policy change for the mailing address
 - The policy will reflect the new mailing address when the policy change is issued
 - The cancellation request provides a list of the required document(s), based on the cancellation reason, with the ability to upload document(s) within the request. An agent must select the applicable document(s) unless PolicyCenter determines only one document is necessary.
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Notes

- If an agent needs to make any changes after selecting *Start Cancellation*, they must withdraw and re-create the cancellation request.
 - PolicyCenter automatically will:
 - Create a policy note when an agent submits a cancellation request with a mailing address change
 - Complete the cancellation activity when the Underwriter approves or declines the cancellation request
 - Withdraw the cancellation request when it's been declined by an Underwriter
 - Create a policy note when an Underwriter has declined the cancellation request with the decline reasons
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Resources

Log in to the *Agents* site, and select **Training** → **PolicyCenter** → **Servicing Policies** → **Commercial** for the following job aid and module:

- [Policy Cancellation](#)
- [Document Upload](#)

For more information, log in to the *Agents* site and, from the website's top menu, select **Search** → **Search Frequently Asked Questions** (FAQs) and enter *cancel policy*.

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