

New Auto-Issued Policy Changes

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Due to PolicyCenter[®] enhancements, Citizens now automatically approves and issues policy changes to add or change the following phone and/or email address fields for the first named insured and additional named insured:

For a Company

For a Person

- *Office Phone*
- *Fax*
- *Primary Email*
- *Secondary Email*

- *Primary Phone*
- *Home Phone*
- *Work Phone*
- *Mobile Phone*
- *Fax Phone*
- *Primary Email*
- *Secondary Email*

Notes

- The email address a policyholder enters when they register for myPolicy must match the email address currently on file with Citizens.
- The policy change must be effective on the current date or a future date within the current policy term.
- Underwriting approval is required for backdated policy changes and phone/email changes for a named insured when combined with policy changes that cannot be auto-issued.

Resources

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

- Commercial Lines [Policy Change](#) module, located on the Training → PolicyCenter → Servicing Policies section
- The **Search Frequently Asked Questions** (FAQs). Select **Search** from the website's top menu and enter *change email address* or *change phone number* into the search field.

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