

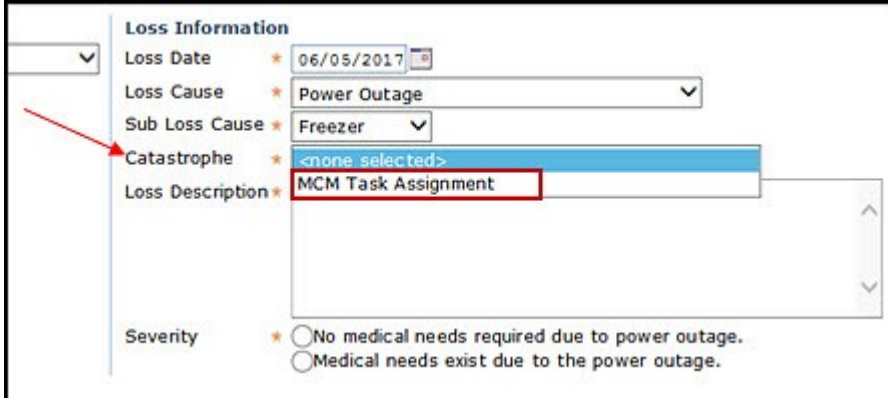
# Temporary Step for Submitting a First Notice of Loss in PolicyCenter

junio 16, 2017

In preparation for a potential catastrophe event, Citizens is conducting a system exercise beginning June 19 and lasting through June 23, 2017. It will not affect Citizens' processing of claims.

During this time, agents submitting a first notice of loss (FNOL) in PolicyCenter® may see *MCM Task Assignment* as a drop-down option in the *Catastrophe* field on the *New FNOL* screen.

If an agent sees *MCM Task Assignment* as an option in the *Catastrophe* field, select it in addition to entering the remaining loss details:



The screenshot displays the 'Loss Information' section of the PolicyCenter interface. The fields are as follows:

- Loss Date:** 06/05/2017
- Loss Cause:** Power Outage
- Sub Loss Cause:** Freezer
- Catastrophe:** <none selected> (highlighted in blue)
- Loss Description:** MCM Task Assignment (highlighted in red)
- Severity:** Radio buttons for 'No medical needs required due to power outage.' and 'Medical needs exist due to the power outage.'

A red arrow points to the 'Catastrophe' field, and a red box highlights the 'MCM Task Assignment' text in the 'Loss Description' field.

---

Note: Selecting *MCM Task Assignment* has no impact on the processing of the claim, but it will assist Citizens in preparing for a catastrophe event.

Share:

-