

New PolicyCenter Activities

July 14, 2017

Citizens is continuing to improve PolicyCenter[®] processes for notifying agents of record when additional underwriting information is required and when a change is applied to an existing policy.

New Activity: Review and Provide Additional Information – Claim

The agent will receive a *Review and Provide Additional Information – Claim* activity on their *Desktop* when the Underwriter needs additional information from the policyholder for property damage or property characteristic discrepancies as a result of a claim.

For step-by-step instructions about this activity, refer to the *Completing a Review and Provide Additional Information Activity* job aid on the *PolicyCenter* page in the *Training* section of the *Agents* site.

New Activities: Notice of Policy Change(s)

The agent will receive a *Notice of Policy Change* or *Notice of Changes at Renewal* activity on their *Desktop* when Underwriters complete a policy change as a result of reviewing critical underwriting information. No response is necessary; review the activity and click *Complete* to remove it from the *Desktop*.

Resources

For more information about activities, log in to the *Agents* site, and access the *Training* → *Personal Lines* page for the [Agent Activities Overview](#) and [Completing a Review and Provide Additional Information Activity](#) job aids.

Agents also can select **Search Frequently Asked Questions** from the *Agents* site's top menu. Agents can enter **activities** in the search field for more information and training. FAQs also can be accessed via the *Knowledge Base* link at the top right corner of every screen in PolicyCenter.

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