

PolicyCenter Enhancements

July 21, 2017

Citizens has made two enhancements in PolicyCenter[®] to assist agents with servicing their customers. These new enhancements are effective immediately and are outlined below.

Canceling a Bound Submission

Bound-Approved and *Bound-Unapproved* new-business submissions when Citizens has applied payment.

PolicyCenter will approve the cancellation request automatically; however, an Underwriter must approve a cancellation when any of the following are true:

- It requires a mailing address change.
 - The effective date is backdated more than 30 days.
 - The reason is *Insured Request – Insured deceased*.
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Notes

- A pending cancellation for nonpayment supersedes an agent request for cancellation.
- If no payment has been received, the agent must withdraw the submission.

For step-by-step instructions for withdrawing a submission and cancelling a policy, see the *Resources* section below.

Streamlined Mailings to Policy Mailing Address

Declarations page to the named insured and additional named insured when they share the same mailing address and there is only one additional named insured.

Resources

Agents site for the following resources:

- Access the *Training* ⇒ *Personal* page for the [Withdrawing a Transaction](#) and [Cancelling a Bound Submission](#) job aids.
- Select **Search** from the website's top menu, then **Search Frequently Asked Questions** (FAQs), and enter the following terms into the search field:
 - 1973 for cancelling a policy
 - 2195 for withdrawing a submission

Note: Agents also can access the FAQs via the *Knowledge Base* link at the top right corner of every screen in PolicyCenter.

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