

Reminder: Automated Loss-History Data in PolicyCenter

November 17, 2021

As announced in the September 29, 2021, [Agent Updates Bulletin](#), Citizens updated PolicyCenter® processes to access loss history information before a risk can be submitted. For certain losses, you also must upload proof of repair as a required document.

Update: Accessing Loss History Information

You must access loss history to complete a submission in PolicyCenter. Once you have received permission from the applicant to order loss history reports, select **Yes** on the *Policy Info* screen, and then select **Request Loss History Report**:



The screenshot shows a section titled "Additional Named Insureds" with "Add" and "Remove" buttons. Below is a table with columns for "Name" and "Relationship...". A red arrow points to the right side of the table. Below the table is a statement: "I have obtained permission to order loss history reports on the Named Insured and Additional Named Insured." with radio buttons for "Yes" and "No". At the bottom, a red box highlights the "Request Loss History Report" button, with a red arrow pointing to it from the left.

Figure 1: PolicyCenter *Policy Info* screen

Selecting *Request Loss History Report* will take you to the *Property Address Info* screen. Select **Retrieve** from the *Property Information* drop-down menu:

Property Address Info

< Back Next > Premium Estimate Save Draft Close Options ▾

Property

Property Address

Address 1 *

Address 2

City *

State Florida

ZIP Code *

County WASHINGTON

Property Information * ▾

Last User Action ▾

Retrieve

Coastal Construction Information

Coastal Construction Control Line ▾

Coastal Barrier Resources System ▾

[Verify CCCL/CBRS Status](#)

Figure 2: Choose **Retrieve** on the *Property Information* drop-down menu

The prior loss data will be retrieved from the loss history report from the Automobile-Property Loss Underwriting Service (A-PLUS).

For best results:

- Confirm the legal name(s) for all insureds.
- Enter the entity names as they are legally listed.
- Avoid entering prefixes such as *Mr.*, *Mrs.*, *Dr.*, etc.
- Enter actual Social Security and tax identification number(s) (TIN).
- Add the unit or apartment number on *Address Line 2*.

For additional resources, log in to the *Agents* website and select:

- **Training > Personal Job Aids** to access:
 - [Automated Loss History Data and Acceptable Proof of Repair Guide](#)
 - [New Business Submission Guide](#)
 - Required document guides (by policy form on the right-hand side)
- **Training > Webinar Recording** to access:
 - [Automated Loss History Data and Proof of Repair Frequently Asked Questions Session for Agents](#)
- **Training > On Demand Education** (or via Citizens Learning Center) to access:
 - [Loss History Automation and Proof of Repair](#)

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