Supplying Contact Information

February 22, 2017

To enhance Citizens' communication efforts with policyholders and assist agents with servicing their policies, agents can provide more contact information for new-business submissions and policy changes on the *Policy Info* screen in PolicyCenter®.

Phone Numbers

- If the first named insured is a person, the *Mobile Phone* field is required.
- If the first named insured is listed as a company account, the *Work Phone* field is required.

If the agent does not provide a phone number, one of the following messages will appear when they select *Request Approval*

- *Mobile Phone number has not been provided.*
- *Phone number has not been provided.*

  Note: If the mobile phone number is not provided, the agent will be prompted to complete the *Reason For No Mobile* field, and the *Home Phone* field becomes a required field.

Email Address

Agents can complete the *Primary Email* field for first named insured. If not, the following message will appear when they select *Request Approval*:

- *Primary Email Address has not been provided.*

Note

If the email address is not provided, the agent will be prompted to complete the *Reason For No Email* field.

Additional Resources

- For step-by-step instructions about how to complete the *Policy Info* screen in PolicyCenter, log in to the *Agents* site, and using the *Frequently Asked Questions* feature under the *Search* menu, search for *2054*.

- Agents also can access the FAQs by clicking on the *Knowledge Base* link at the top right corner of every screen in PolicyCenter.
- Agents and their staff can attend one of two free webinars on March 2 or 3, which will provide additional information about PolicyCenter enhancements and other important Citizens news:
    - Thursday, March 2: 2-3 p.m.
    - Friday, March 3: 10-11 a.m.

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