

Boot Camp #2: Policy Basics

Christy Patterson
HawkSoft Inc.
Senior Implementation Consultant

WIFI ACCESS:

- Username: info@hawksoftusergroup.org
- Password: 888641

Help Resources

- Use the ?
 - HawkSoft CMS Help
 - Tip: Use the “Search” Box
 - Training Guides
 - Training Videos
 - HawkSoft Community
 - We WANT to hear YOUR suggestions!

WHAT ARE SOME BENEFITS OF
INSERTING PROSPECTS INTO
HAWKSOFT CMS FIRST???

BENEFITS OF INSERTING PROSPECTS INTO HAWKSOFT CMS FIRST

- Reportability – Sales & Retention Reports
- Documentation and Errors & Omissions Protection – Much of the coverage consultation occurs BEFORE the sale is made.
- Keeping all staff in your agency equally informed
- Keeping all documentation, attachments, and information in one place.
- Can easily export data from HawkSoft CMS to many comparative raters!

WHY DOES SOURCE EXIST AT THE
CLIENT LEVEL (NAME/ADDRESS
SCREEN) AND AT THE POLICY LEVEL
(GPI SCREEN)?

CLIENT SOURCE:

How did this client find out about us? Or how did we find out about this client?

POLICY SOURCE:

How are we acquiring this specific policy?

QUESTION:

Would client source and policy source *ALWAYS* be the same?
Give an example where it might differ.

WHY DOES AGENT/PRODUCER EXIST AT
THE CLIENT LEVEL (NAME/ADDRESS
SCREEN) AND AT THE POLICY LEVEL
(GPI SCREEN)?

CLIENT PRODUCER:

The producer in the agency who manages this client relationship.
Typically the producer who brought this client into the agency.

POLICY AGENT:

The producer who wrote this specific ONE policy. The AGENT fields are also used to calculate commission splits for agencies that pay commission to their producers.

QUESTION:

Would client producer and policy agent ALWAYS be the same?
Give an example where it might differ.

LET'S TALK ABOUT THOSE DATES!!

EFFECTIVE DATE AND EXPIRATION DATE:

The current (or most recent term's) effective date and expiration date.

INCEPTION DATE:

The first-ever effective date of this policy. This date should never change.

SOLD DATE:

The date that the policy should consider to be sold. (The date premium was received and/or the date that the application was signed.)

QUESTION:

Would the SOLD date and INCEPTION date always be the same? Why or why not?

Tips: Using the Action Menu

- Log vs Communication
 - Text formatting
 - Client Tags
 - Suspenses
- Print/Create
 - The most common ACORD forms
 - Letters & Memos
 - Other ACORD forms
- Send Email

Tips to *ALWAYS* Remember!

Almost everything in CMS starts with three simple steps:

1. Search for, and retrieve Client File
2. Select the Policy
3. Click the Action Button

Tips to *ALWAYS* Remember!

Almost everything in CMS starts with an *ACTION* and ends with a *LOG NOTE*.

All log notes can be:

1. Formatted (using bold, italic, colored fonts)
2. Tagged for importance
3. Suspended for follow-up

Corresponding documentation can always be linked to the log note by dragging and dropping a document, photo, etc. to the log note!

YOUR TURN

?

What questions do you have?

THANK YOU!

HawkSoft Customer Service:

(866)884-4680 Option 3

support@hawksoft.com