Boot Camp #3: Managing Policies

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Help Resources

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

Manual Policy Updates

- New Business Declarations (Issued)
- Client Initiated Policy Changes
- Endorsements
- Cancellations at Insured's Request
- Other Cancellations (Non-Pay, Underwriting, Etc.)
- Reinstatements
- Renewals
- Replacing a Policy (Rewrites)

REMEMBER: Most updates are processed automatically for policies that download!

WHAT ARE THE BENEFITS OF UPDATING THE POLICY IN CMS *FIRST*?

BENEFITS OF UPDATING THE POLICY IN CMS *FIRST*

- Documentation and Errors & Omissions protection
- Keeping all staff in your agency equally informed
- Keeping all documentation, attachments, and information in one place
- Changes in CMS are immediate
- Log note is self-documenting
- A Change Request form is automatically created, and can easily be emailed to the carrier, or printed to be mailed or faxed to the carrier.
- Can easily bridge to Carrier Website using "Inquiry/Website" in Action Menu

DUPLICATING A POLICY

POLICY BEING REWRITTEN:

- Duplicate the Policy (Action > Internal > Duplicate Policy)
    - Creates an exact copy of the policy. Does NOT copy the log notes or the attachments.

DUPLICATING A POLICY

NEW POLICY:

1. Change the GPI (Action > Internal > Change Client/Policy)
   a. Change the Company to <Prospect>
   b. Change the Source to Rewrite
   c. Remove the premium
2. Change the other data screens as necessary
   a. Update Locations & Buildings as necessary
   b. Update Coverages and Limits as necessary
   c. Remove all premiums and rates
3. Create new ACORD applications

   Tip: You can archive the previous ACORD applications

DUPLICATING A POLICY

POLICY BEING REWRITTEN:

Once the client has accepted the rewritten policy, update the Status on the prior policy to **Replaced.**

This is **IMPORTANT** for accurate reporting. The status of "replaced" is an inactive status, but also tells the agency through reporting, that this business was NOT LOST but simply moved to a different policy.

LOG NOTES - TIPS AND TRICKS!!

New Log Button – think of as a "Linked Action"

Linking Log Notes (after the fact)

Filtering Log Notes

Client Tags

SUSPENSES

Creating Suspenses

Resuspending / Closing Suspenses

Viewing Suspenses from CMS Start Page

How do I see a co-workers Suspenses if they are out sick or on vacation??

PRINT / CREATE

ACORD forms

Policy Summary Options

Log Notes

Letters/Memos

EMAILING FROM CMS

Via the Action Menu

Via the Attachments Screen

Selecting Multiple Attachments

Using “Show Attachments for All Policies”

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!

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