Add, Replace or Remove a Vehicle on an Auto Policy
PolicyCenter

Description:

This job aid reviews how to add, replace, or remove a vehicle to an existing Auto policy.

If adding, replacing, or removing a vehicle to a PowerSports policy, see one of the following job aids:
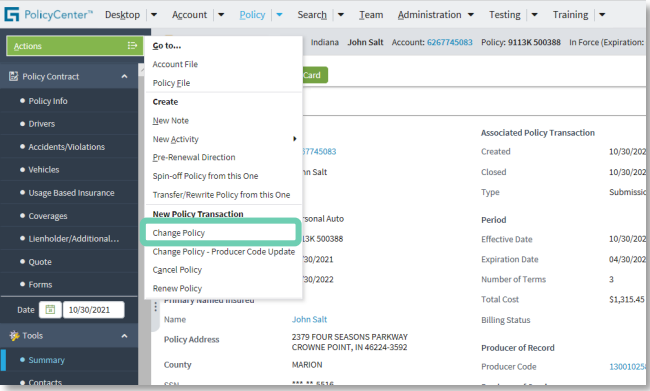
- o *"Add, Replace, or Remove a Vehicle to an Existing PowerSports Motorcycle/Off-Road Vehicle Policy"*
- o *"Add, Replace, or Remove a Vehicle to an Existing PowerSports Pleasure Boatowners Policy"*
- o *"Add, Replace, or Remove a Vehicle to an Existing PowerSports Recreational Vehicle Policy"*

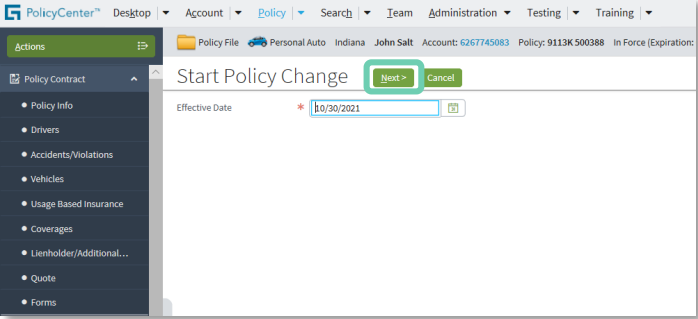Click each link below to jump to the relevant process steps:

- o **Add a Vehicle**
- o **Replace a Vehicle**
- o **Remove a Vehicle**

Add a Vehicle

Step 1

Action	Screen
Open an existing Auto policy: • Click the **Actions** button. • Select "**Change Policy**" from the drop-down menu.	

Step 2

Action	Screen
On the *Start Policy Change* screen, the **Effective Date** field defaults to the current date: • Enter the appropriate information in the **Effective Date** field. • Click the **Next >** button.	

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Job Aid Process (Add a Vehicle Cont.) :
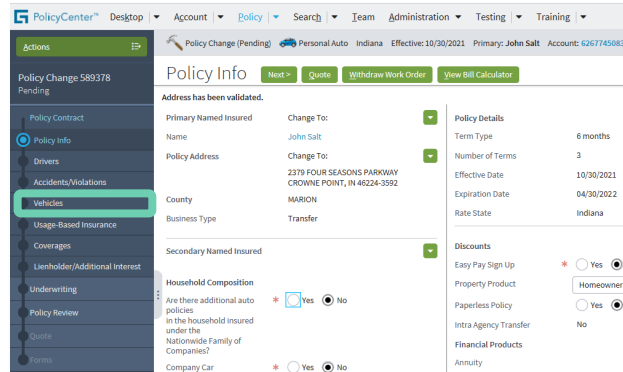
Step 3

Action	Screen
On the *Policy Info* screen: • Click the **Vehicles** link.	

Step 4
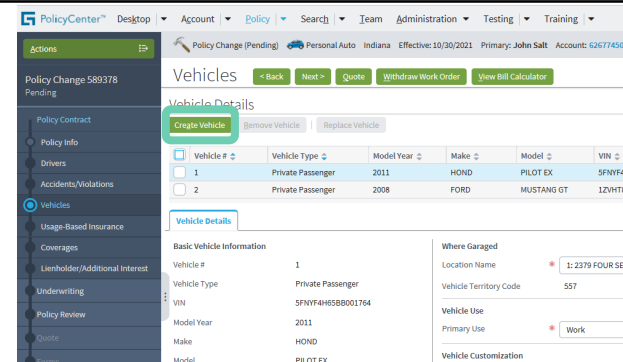
Action	Screen
On the *Vehicles* screen: • Click the **Create Vehicle** button.	

Step 5
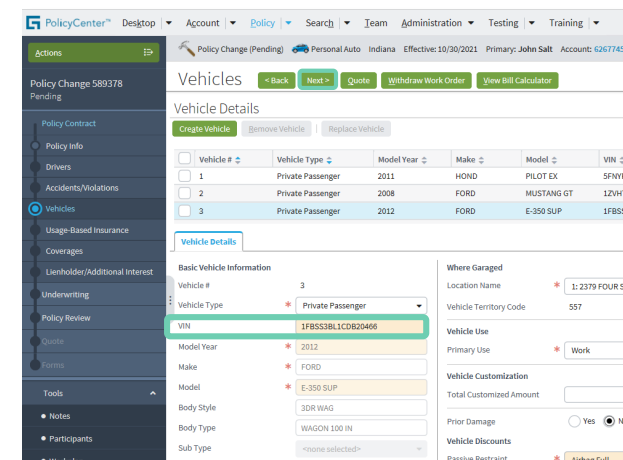
Action	Screen
In the *Basic Vehicle Information* section: • Enter the appropriate information into the **VIN** field. • Press the **Tab** key to populate the remaining Basic Vehicle Information. • Complete any related non-VIN-related : for example, customization and garaging address. **Note:** Refer to the *Copy Vehicle-Level Coverages* job aid for details on how to copy coverages from an existing vehicle to the newly-added vehicle**.** • Click the **Next >** button.	

2

Job Aid Process (Add a Vehicle Cont.) :
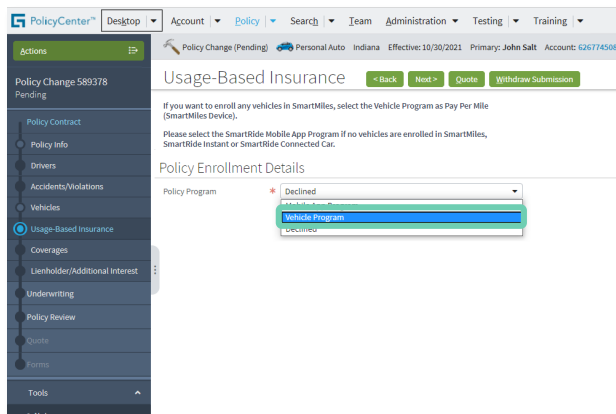
Step 6

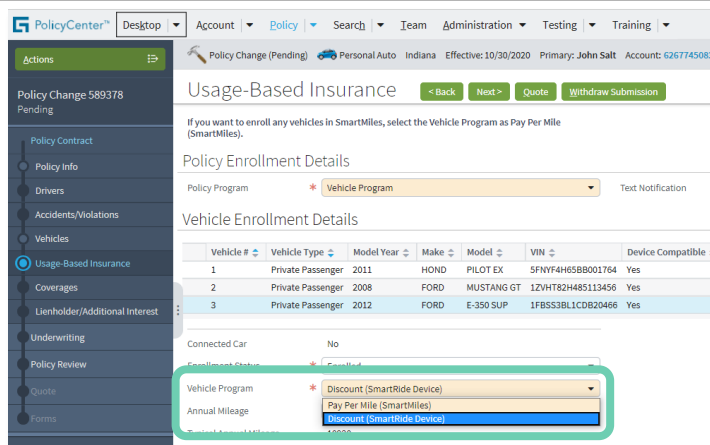| Action	Screen
On the *Usage-Based Insurance* screen: • Select **"Vehicle Program"** from the **Policy Program** drop-down list. **Note:** You only need to do this step if Usage-Based Insurance has been previously declined on the policy. If UBI was previously selected for vehicles currently on the policy, Vehicle Program defaults and you can proceed to Step 7.	

Step 7

Action	Screen
In the *Vehicle Enrollment Details* section: • Complete the required **Vehicle Program** field. The **Enrollment Status** field defaults to "*Enrolled*". **Note:** The **Annual Mileage** field is optional if you select **Discount (SmartRide Device)** but required for **Pay Per Miles (SmartMiles)**. • Quote and Issue the policy change.	
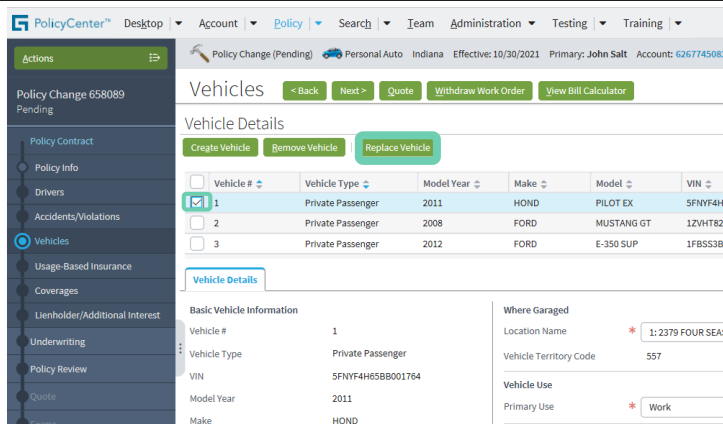
3

Replace a Vehicle

Step 1

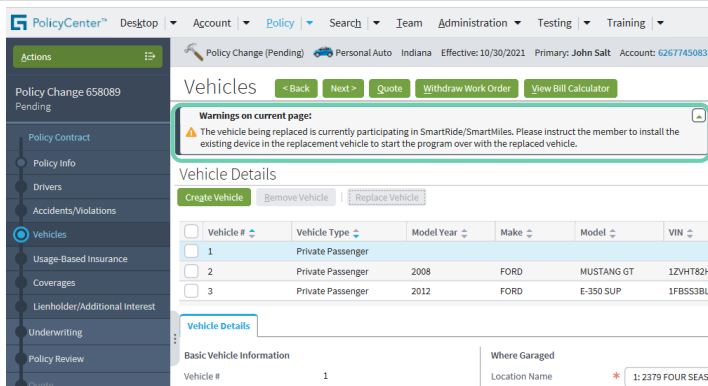| Action	Screen
After locating the policy and initiating a policy change: • Navigate to the *Vehicles* screen. • • Select the checkbox to the left of the **Vehicle #** which needs to be replaced. • Click the **Replace Vehicle** button.	

Step 2

Action	Screen
If the vehicle being replaced was currently enrolled in the SmartMiles program, the system displays a message at the top of the *Vehicles* screen: *"The vehicle being replaced is currently participating in SmartRide/SmartMiles. Please instruct the member to install the existing device in the replacement vehicle to start the program over with the replaced vehicle."*	

Step 3

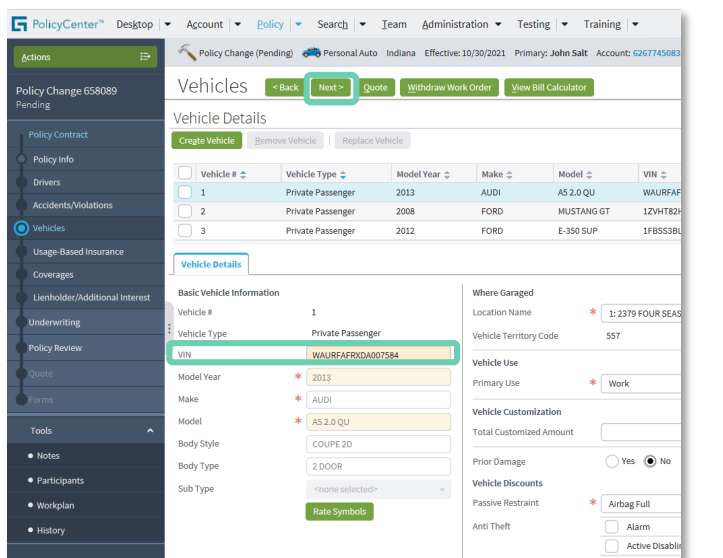| Action	Screen
In the *Basic Vehicle Information* section: Enter the appropriate information into the **VIN** field. Press the **Tab** key to populate the remaining Basic Vehicle Information. Complete any related non-VIN-related : for example, customization and garaging address. **Note:** Refer to the ***Copy Vehicle-Level Coverages*** job aid for details on how to copy coverages from an existing vehicle to the newly-added vehicle**.** Click the **Next >** button.	

Job Aid Process (Replace a Vehicle Cont.) :
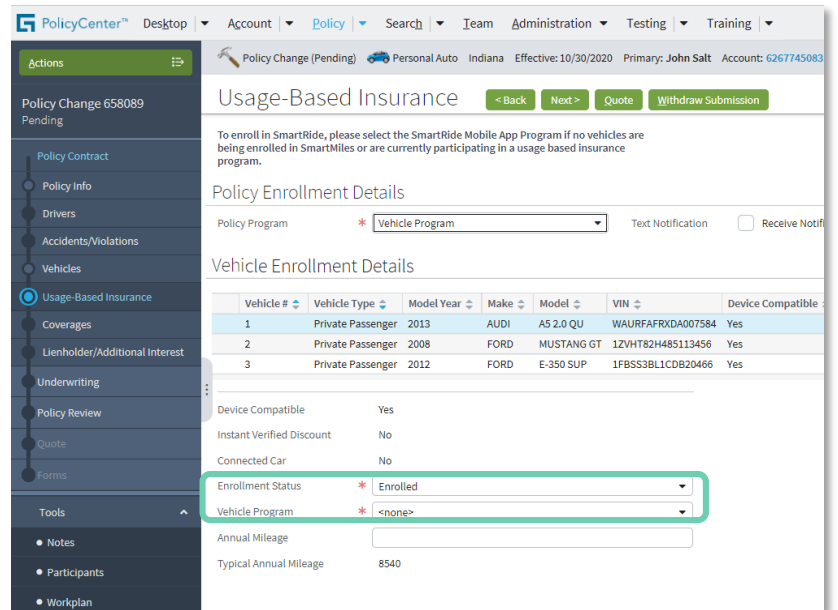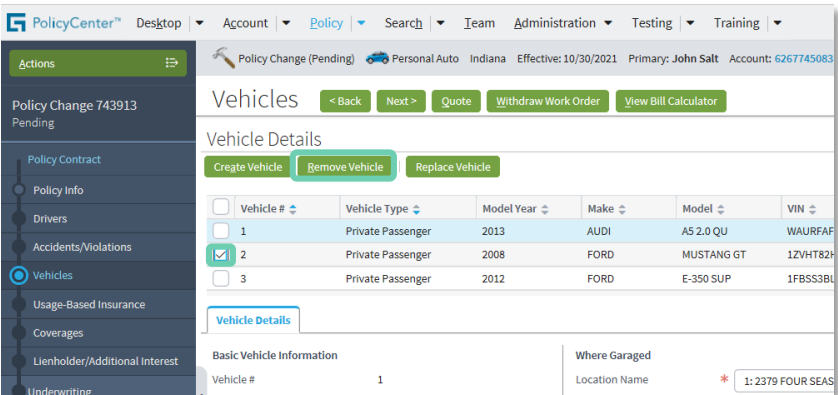
Step 4

Action	Screen

On the *Usage-Based Insurance* screen:
 	
• Select the desired enrollment status from the **Enrollment Status** drop-down list in the *Vehicle Enrollment Details* section *if* different from the replaced vehicle.
 	
• Complete the required fields. They include:
   o **Enrollment Status**
   o **Vehicle Program**
 	
• Quote and Issue the policy change.
 	
Note: Enrollment status automatically populates based on the vehicle being replaced but may be changed according to the wishes of the member.	

Remove a Vehicle

Step 1

Action	Screen
After locating the policy and initiating a policy change: Navigate to the *Vehicles* screen. Select the checkbox to the left of the **Vehicle #** to be removed. Click the **Remove Vehicle** button.	

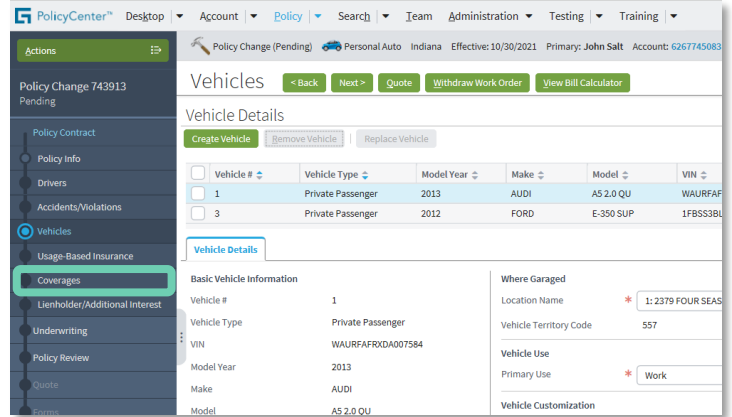## Job Aid Process (Remove a Vehicle Cont.) :

Step 2

Action	Screen
After removing the vehicle: • Click the **Coverages** link to ensure the coverages have also been removed.	

Step 3

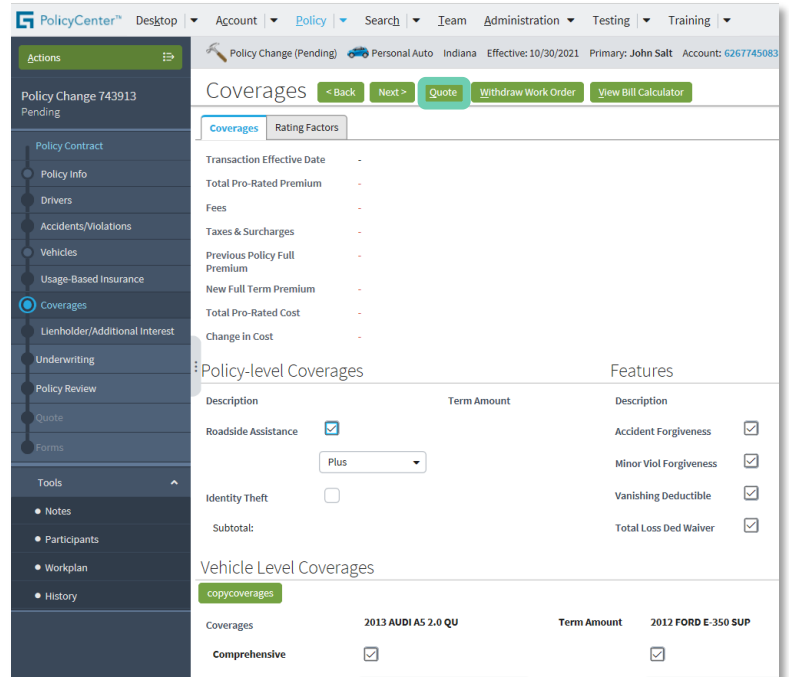| Action	Screen
On the *Coverages* screen: • Review the coverages to confirm the vehicle has been removed. • Quote and Issue the policy change.	