Cancel Policy – Policyholder Request

In Brief

In this Quick Card, you will cancel a policy at the policyholder's request. In this example, you will cancel an Property policy.
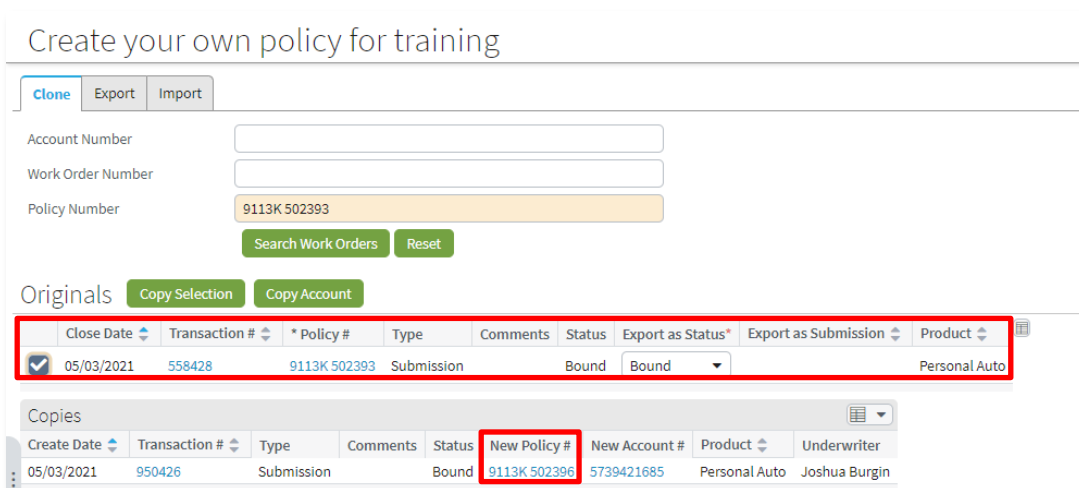
Log in to the VTO using the appropriate generic user account from the **VTO Information Guide** document.

Quick Card

IMPORTANT: This is a test environment. The next seven (7) steps are ONLY used in the VTO.

Clone the Policy

1. Click the down arrow to the right of the **Training** button on the **Tab Bar**. Select "**Create your own policy for training**" from the drop-down menu.
2. Enter "**9113K 502393**" in the **Policy Number** field exactly as it is shown.
3. Click the **Search Work Orders** button.
4. In the *Originals* section, click the checkbox to the left of the **Submission** Policy Transaction Type for the policy being cloned. In this example, select the checkbox to the left of Transaction # **558428**.

5. Click the **Copy Selection** button.
   Note: If the *Copies* section does not automatically populate, click on the **Search** tab, then back on the **Training** tab. The clone information should be visible.
6. Scroll down, if necessary, to the *Copies* section.
7. Click the link in the **New Policy #** column.

IMPORTANT: This is a test environment. This data is not valid. The VTO is not connected to the rating system, but in production, you will see the correct premium.

Summary screen

8. Click the <u>A</u>ctions button.
9. Select "<u>Ca</u>ncel Policy" from the drop-down menu.

Start Cancellation For Policy # screen

10. Select "**Insured**" from the **Source** field drop-down list.
11. Select "**Request** from the **Reason** field drop-down list.
12. Enter "*Policyholder cancelling policy.*" into the **Reason Description** field.
13. Enter the first day of next month in the **Cancellation Effective Date** field.
14. Click the **Start Cancellation** button.

Confirmation screen

15. Click the **Cancel Options** button.
16. Select "Sc<u>h</u>edule Cancellation" from the drop-down list.
17. Click the **OK** button.

Cancellation Bound screen

The system displays the message "*Your cancellation (#XXXXX) has been bound.*"