



# Change Military Address

This job aid reviews how to change a military address on a policy. In this scenario, the policyholder is an active member of the U. S. Armed Forces and being deployed to a domestic location, Minot Air Force Base in North Dakota, so they need to have their mailing address updated. Any changes to an existing policy require a new Policy Transaction, quoting, and issuing the changes.

The steps are the same for Auto, Property, and Umbrella policies.

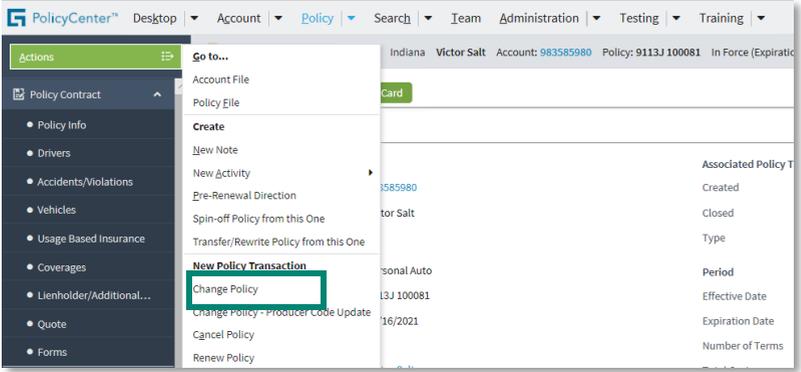
## Background Information:

The following abbreviations are used in military addresses:

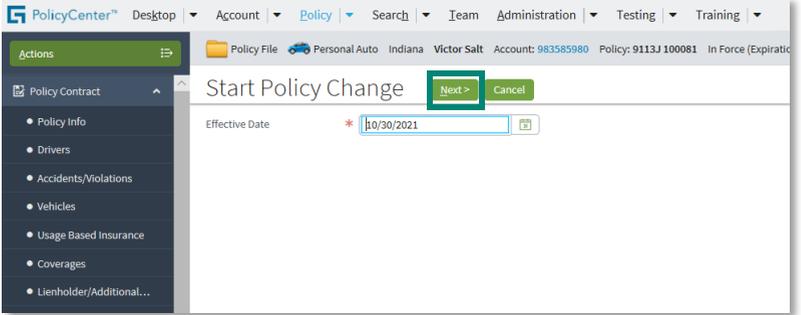
- **APO** Army Post Office – Army or Air Force installations
- **FPO** Fleet Post Office – Navy installations and ships
- **DPO** Diplomatic Post Office – United States overseas embassies
- **AE** Armed Forces – Europe, the Middle East, Africa, and Canada
- **AP** Armed forces – the Pacific
- **AA** Armed forces – the Americas *excluding* Canada

**Important:** PolicyCenter requires a valid zip code in all military addresses.

## Step 1

Action	Screen
<p>On the <i>Summary</i> screen:</p> <ul style="list-style-type: none"> <li>• Click the <b>Actions</b> button.</li> <li>• Select <b>Change Policy</b> from the drop-down menu.</li> </ul>	

## Step 2

Action	Screen
<p>On the <i>Start Policy Change</i> screen:</p> <ul style="list-style-type: none"> <li>• Enter the <b>Effective Date</b>. The <b>Effective Date</b> defaults to today's date but can be changed.</li> <li>• Click the <b>Next</b> button.</li> </ul>	

## Step 3

Action	Screen
<p>On the <i>Policy Info</i> screen:</p> <ul style="list-style-type: none"> <li>Click the down arrow to the right of <b>Change To:</b> in the <i>Policy Address</i> section.</li> <li>Select <b>"New Address"</b> from the drop-down list.</li> </ul>	

## Step 4

Action	Screen
<p>On the <i>Address Details</i> screen:</p> <ul style="list-style-type: none"> <li>Complete all required fields (as shown in this example).</li> <li>Click the <b>OK</b> button at the top of the screen.</li> </ul>	

## Step 5

Action	Screen
<p>Review the <i>Policy Info</i> screen for completeness and accuracy.</p> <p><b>Note:</b> The address has been validated.</p> <p>Any change to a policy requires the policy to be re-quoted:</p> <ul style="list-style-type: none"> <li>Click the <b>Quote</b> button.</li> </ul>	

## Step 6

Action	Screen
<p>On the <i>Quote</i> screen:</p> <ul style="list-style-type: none"> <li>Click the <b>Issue Change</b> button.</li> <li>Click the <b>OK</b> button on the confirmation pop-up message.</li> </ul>	

## Step 7

Action	Screen
<p>You have successfully changed the policy's military address.</p>	

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