

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.

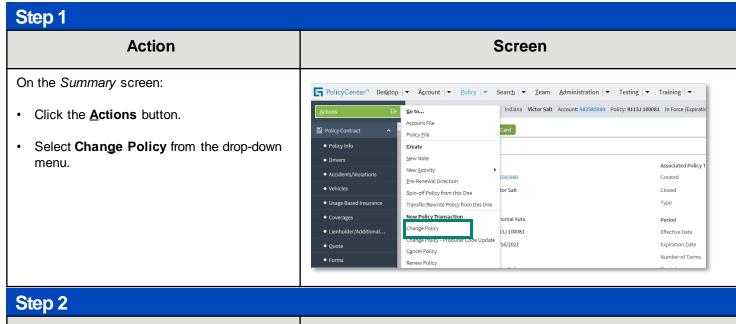
The steps are the same for Auto, Property, and Umbrella policies.

Background Information:

The following abbreviations are used in military addresses:

- APO Army Post Office Army or Air Force installations
- o FPO Fleet Post Office Naw installations and ships
- o 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.



Action	Screen
On the Start Policy Change screen:	FolicyCenter™ Desktop ▼ Account ▼ Policy ▼ Search ▼ Ieam Administration ▼ Testing ▼ Training ▼
	Actions Policy File 🦰 Personal Auto Indiana Victor Salt Account: 983585980 Policy: 9113J 100081 In Force (Expiration
Enter the Effective Date. The Effective	Policy Contract A
Date defaults to today's date but can be	Policy Info Effective Date * [10/30/2021
changed.	• Drivers
	Accidents/Violations
Click the Next button.	● Vehicles
	Usage Based Insurance
	• Coverages
	• Lienholder/Additional

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Step 3 **Action** Screen On the Policy Info screen: F PolicyCenter® Desktop ▼ Account ▼ Policy ▼ Search ▼ Team Administration ▼ Testing ▼ Training ▼ Policy Change (Pending) Personal Auto Indiana Effective: 10/30/2021 Primary: Victor Salt Account: 983585 Click the down arrow to the right of Policy Info Next > Quote Withdraw Work Order Policy Change 130571189 Change To: in the *Policy Address* section. Address has been validated Policy Details Term Type 6 months Primary Named Insured Change To: Select "New Address" from the drop-down Victor Salt Effective Date 10/16/2021 Change To: Policy Address 10 MONROE BLVD Existing Address 04/16/2022 TERRE HAUTE, IN 47803-1628 Accidents/Violations New Address Indiana VIGO Business Type New Business

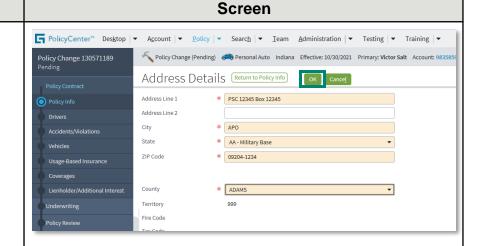
Step 4

On the Address Details screen:

 Complete all required fields (as shown in this example).

Action

 Click the **OK** button at the top of the screen.



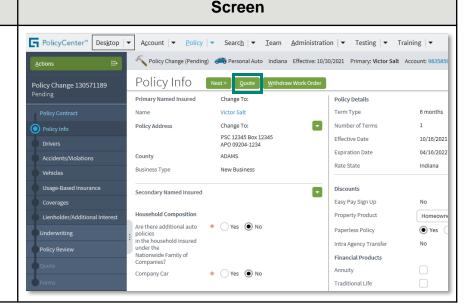
Step 5

Review the *Policy Info* screen for completeness and accuracy.

Note: The address has been validated.

Any change to a policy requires the policy to be re-quoted:

Click the <u>Quote</u> button.



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Step 6 **Action** Screen On the Quote screen: FolicyCenter Desktop | ▼ Account | ▼ Policy | ▼ Search | ▼ Ieam Administration | ▼ Testing | ▼ Training | ▼ Policy Change (Quoted) Personal Auto Indiana Effective: 10/30/2021 Primary: Victor Salt Account: 983 Click the **Issue Change** button. Quote Sack Next Edit Issue Change Withdraw Work Order View Bill Calculator Policy Number 9113J 100081 Policy Period Click the **OK** button on the confirmation Victor Salt Previous Policy Full Term Premium \$824.11 PSC 12345 Box 12345 APO 09204-1234 pop-up message. New Policy Full Term Premium VIGO Full Term Change in Premium RM 15 Summary Premium Details Cost Change Details Applied Discounts/Surcharges Applied Discounts/Surcharges Policy Level Discounts/Surcharges Advance Quote Discount Panerless Policy Discount Vehicle Level Discounts/Surcharges

Step 7 **Action** Screen You have successfully changed the policy's F PolicyCenter™ Desktop ▼ Account ▼ Policy ▼ Search ▼ Team Administration ▼ Testing ▼ Training ▼ military address. Policy Change (Bound) Personal Auto Indiana Effective: 10/30/2021 Primary: Victor Salt Account: 98358598 Policy Change Bound Your Policy Change (#130571189) has been bound. • View your policy (#9113J 100081) Review Changes Go to your desktop Required Trailing Documents Code 🛊 Name 🛊 Filing Location Automated

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