



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.

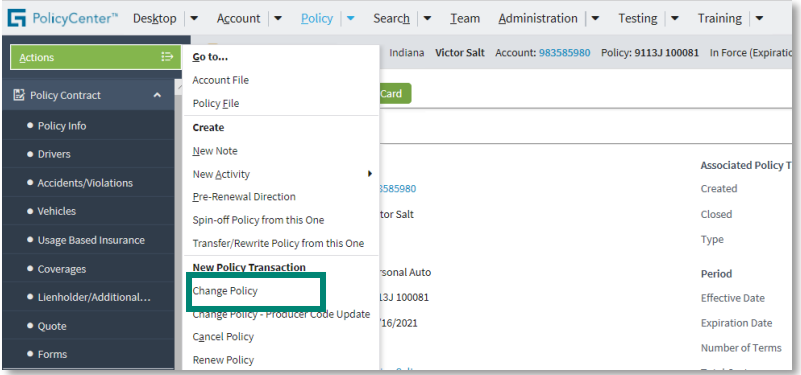
Background Information:

The following abbreviations are used in military addresses:

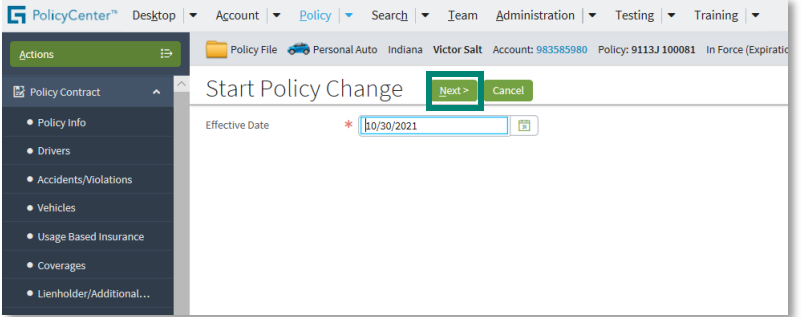
- **APO** Army Post Office – Army or Air Force installations
- **FPO** Fleet Post Office – Navy installations and ships
- **DPO** Diplomatic Post Office – United States overseas embassies
- **AE** Armed Forces – Europe, the Middle East, Africa, and Canada
- **AP** Armed forces – the Pacific
- **AA** 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"> Click the Actions button. Select Change Policy from the drop-down menu. 	

Step 2

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

Step 3

Action

On the *Policy Info* screen:

- Click the down arrow to the right of **Change To:** in the *Policy Address* section.
- Select **"New Address"** from the drop-down list.

Screen

Step 4

Action

On the *Address Details* screen:

- Complete all required fields (as shown in this example).
- Click the **OK** button at the top of the screen.

Screen

Step 5

Action

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 **Quote** button.

Screen

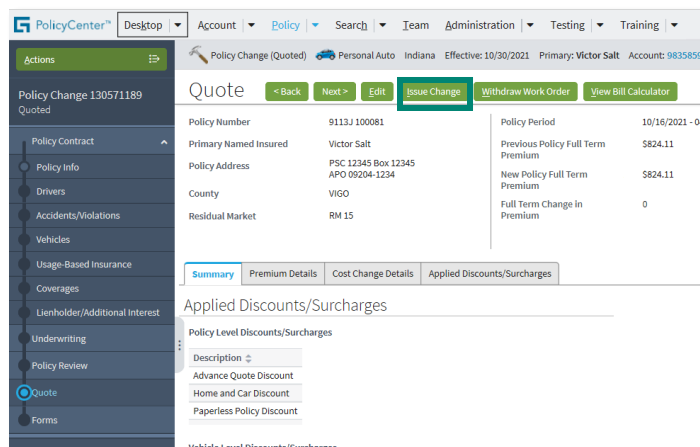
Step 6

Action

On the *Quote* screen:

- Click the **Issue Change** button.
- Click the **OK** button on the confirmation pop-up message.

Screen

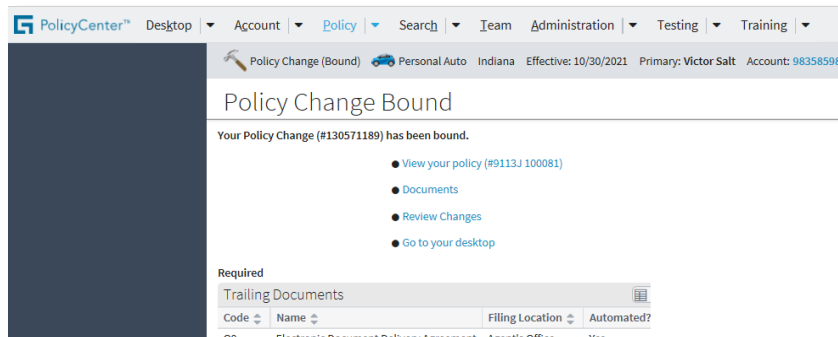


Step 7

Action

You have successfully changed the policy's military address.

Screen



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