



Summary

Objective

To renew CPX policies for the new policy term so that eligible CPX customers can remain on CPX. This process includes the setting up of a draft CPX policies for the new policy period, initiates the generation of CPX renewal information so that those customers who have a CPX policy expiring are given the opportunity to review their policy terms and activates the CPX renewal policy if no changes are requested before the renewal date.

Background

The renew process starts before the beginning of each new policy period. It begins with identifying policies to be renewed and ends with the policy renewing, which generates the associated invoice. This process is fully automated.

Owner Name withheld

Expert Name withheld

Procedure

1.0 Draft CPX Policies for Renewal

JunoPolicyCenter

- a** On the first Tuesday of March, Juno_PolicyCenter auto-renews any expiring CPX policies.

NOTE What level of cover are CPX policies renewed at?

CPX policies are renewed at the greater of:

- current level of cover
- new minimum cover

NOTE What underwriting rules are triggered by CPX renewals?

None

2.0 Send CPX Renewal Packs

JunoPolicyCenter

- a** Juno_PolicyCenter generates CPX renewal packs to the affected customers, which include a date to respond by if they want to make any changes. The renewal packs are sent automatically through the 'Process Outbound Files' process.

 PC - CPX Renewal letter

PROCESS Process Outbound Mailhouse Files for Levies (System)

JunoPolicyCenter

3.0 Activate Draft CPX Renewal Policies

JunoPolicyCenter

- a** On April 1st, identify drafted CPX renewal policies in Juno_PolicyCenter.
- b** On April 1st, activate drafted CPX renewal policies in Juno_PolicyCenter.
- c** Send the relevant billing instructions to Juno_BillingCenter to generate the CPX renewal invoice.

PROCESS Generate Levy Invoice (System)

JunoBillingCenter