Performing Cancellation Transactions

This document provides the steps to guide you to successfully perform cancellation transactions.

- Cancel a Policy by Request
- Complete the Cancel Rewrite Process

Key Benefits

AMsuite is American Modern's state-of-the-art software solution. It consolidates the policy administration, claims and data applications into one platform for all Personal Lines products.

From motorcycles to manufactured homes, users will benefit from the same functionality, flow and flexible navigation. In a nut shell, AMsuite will make it easier for you to do what you do best—serve customers.

Cancel a Policy

1 To search for the policy, click the drop down arrow menu in the **Policy** tab.

2 Enter the Policy Number in the **Policy #** field. Click the **magnifying glass** icon.

If you have recently accessed this policy or transaction, it will display under the **Policy #** field. Click the policy number to access it.

3 Select **Cancel Policy** from the **Actions** menu.

4 Enter the required information on the **Start Cancellation** page.

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The two applicable reasons for a cancel rewrite are "Policy Rewritten with AMIG (Flat)" and "Policy Rewritten with AMIG (Mid-Term)".

- A flat cancellation sets the cancellation date to the effective date of the current term.
- For mid-term cancels/rewrites, the effective date of the rewrite policy can only be the same date of the original policy's cancellation. The rewrite cannot be created with a later effective date.

5 Click **Start Cancellation** at the top of the page.

6 Review the quote to make sure all information is correct.

Click **Bind Options,** then click **Issue Cancellation**.

7 When asked "Are you sure you want to cancel this policy?" click **OK**.

The **Cancellation Bound** page will open and you can see that your cancellation has been bound.

If you are performing a cancel rewrite continue to "Complete the Cancel Rewrite Process"

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Complete the Cancel Rewrite Process

9 On the **Cancellation Bound** page, click **View your policy.**

10 Select **Rewrite Full Term** from the **Actions** menu on the **Policy Summary** page.

11 Select the **magnifying glass** icon next to the Policy Type field.

12 Click **Select** to the left of the appropriate **Policy Type**.

13 You need to review all pages of the policy and update any information that may have changed.

The **Policy Review** page compares the existing policy and the rewrite of the policy. Click "+" next to the folders titled to view more specific comparison details.

14 This **Billing** information is carried over from the original policy. Confirm the information is up-to-date. If all the information is up-to-date, click **Bind Options,** then click **Issue Policy**. When asked "Are you sure you want to bind and issue this policy?" click **OK**.

15 The **Rewrite Bound** page will open and you can see that your rewrite has been bound.

For questions about using AMsuite, contact American Modern's Customer Service Team @ 1-800-543-2644.