L&G Early Warning System
Potential Policy Lapses
User guide

Introduction

PTFS now receive regular notifications from L&G of protection policies that may be about to lapse. A policy will lapse, for example, if the direct debit has been cancelled by the policy holder.

The information from L&G is loaded onto FS Toolbox where the system attempts to find whoever sold the policy in order to alert them. This gives the Branch an opportunity to follow up the reason for the lapse with the Client.

Toolbox process

Three times a week (Mon, Tues and Thurs), L&G provide a file to PTFS with details of policies that may be about to lapse. The information includes the Client details, policy number, identification of the branch that sold the policy and the reason for the lapse.

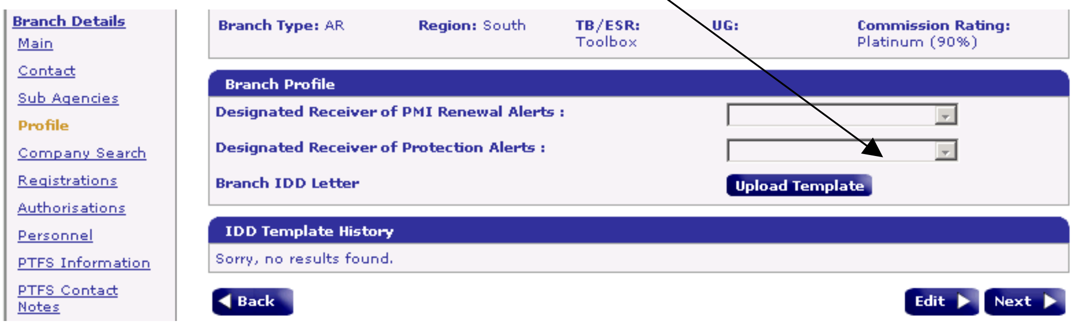
The data is loaded to Toolbox where the system will try and match the policy number against the equivalent Policy record on Toolbox. If the policy record is found, Toolbox knows who sold the policy. If a policy is old, with no record on Toolbox, the system will simply match on the Branch FSA number.

In any case, a Toolbox task record will be created, containing the information from L&G. The task will be linked to the Policy where possible and will be assigned to an administrator at the Branch. The administrator can then determine who is best placed to follow up the issue with the Client.

Nominating the recipient of the Alerts

The branch should nominate who should receive these alerts by editing their branch profile – see below.

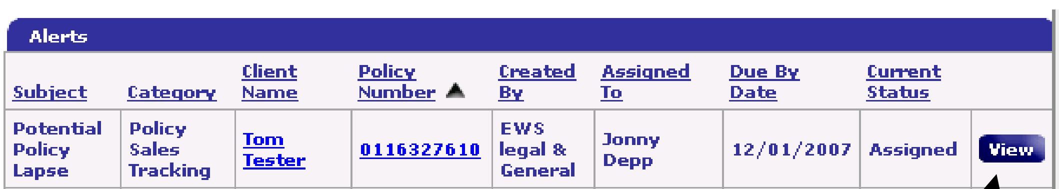
The branch manager can do this at the Branch Details / Profile page – see below. Click EDIT, and at the drop down list, select the individual at your branch who should receive these alerts.



Viewing Alerts

If you are the recipient of the protection alerts (either because you are the nominated receiver for you Branch or because you are the adviser associated with a lapsed policy) you can view the alerts in one of two ways; either at the **Task** tab or at the FS Toolbox **Home** page.

If you scroll through the home page when you initially log on to Toolbox, the alerts appear as shown below.



Note that the due date is the date that the information from L&G was loaded.

To see more information, such as the reason for the lapse, click on the view button. Toolbox then shows a full breakdown of the data that was received from L&G in the task history. See example below.

My Home | Branch | Personnel | Client | Prospect | Policy | Tasks

Task Details

Task No :	334897
Subject :	Potential Policy Lapse
Category :	Policy Sales Tracking
Client :	Tom Tester Select
Branch :	Instant Mortgage Men Ltd Select
Advisor :	Maggie May Select
Provider :	Legal & General Select
Policy Number :	0116327610 Select
Created By :	Ian Fisher
Assigned To :	Depp, Jonny
Due Date :	10/01/2007
Priority :	High
Current Status :	Assigned
Completed Date :	
Note :	
Task Attachments :	
	Add Attachment

Print History   Complete   Save

History

History :	Master Agent No. : 8301319 Agent No. :8470874 Policy Number :'0116327610' Client Name :MRS TUBBY TESTER DOB :05/07/1983 Address 1 :149 HIGH ST Address 2 :ANYTOWN Address 3 :ANYWHERE Address 4 : Postcode :PO3 5BQ Policy Type :MTH DTA + CIC:WVR+CC Warning :CANCELLED DD Last Full Premium Paid :21/12/2006 Net Premium :31.68 Premium O/S :0.00 Clawback Due :540.89 Clawback Date : Policy Start Date :21/02/2006 Off-Risk Date :FEB 07 Seller Name :Instant Mortgage Mens Ltd FRN :409647 Reinstatement Reqs :DDI

The administrator can then reassign the task to another adviser or to whoever is most appropriate within the Branch to follow up the case with the Client.