



# Self-Service Updates: Consumer Services Committee

April 2018



# Agenda

- **What have we delivered?**
  - myPolicy customer portal
- **Top Self-Service Initiatives Status**
  - myPolicy – Policyholder submits a claim
  - myPolicy - Policyholder access to documents
  - Payments to Policyholders – electronic transfer
- **Self-Service Implementation Roadmap**
- **Next Steps focus for 2Q2018**

- Successful launch of new myPolicy customer portal on 3/7/2018
- Over 7,000 registered users since go-live
- Allows for viewing of policy data, claims and claims payment information

# Status on Top Self-Service Initiatives

- **Policyholder submits claim via myPolicy Customer Portal**
  - Requirements in progress
  - Target delivery 2Q prior to storm season, per request of Board of Governors
- **Policyholder access documents via myPolicy Customer Portal**
  - Proposed design is to give Policyholder a link to access documents on-line
  - Requirements sessions in progress
  - Create/finalize design concept 2Q
  - Development timeframe will be evaluated 3Q against 2018 CAT prep and storm season activity
- **Electronic Payments to Policyholder**
  - Solicitation in progress: Self Service Electronic Disbursement (2/5/2018 – 9/26/2018)
  - Scope of Work to be completed by end of March
  - Solicitation completion with vendor selection targeted for September Board of Governors meeting
  - Implementation may be delayed until 2019 (outside of storm season)
- **Update Contact Information via myPolicy**
  - Proposed design is to give Policyholder capability to update email address and phone number
  - Requirements sessions in progress
  - Implementation planned for 2019

# Top Self-Service Initiatives Roadmap

Items identified as providing significant value to customers in terms of enhancing self-service capabilities

InitiativeO	1Q2018	2Q2018	3Q2018	4Q2018 (PC/BC V9 Code Freeze)	1Q2019 (PC/BC V9 Code Freeze)
<b>myPolicy portal</b>	<p>★ Delivered customer portal with policyholder ability to view policy activity for personal lines, and view claims and claim payments for personal and commercial lines. Integrated with CAG (Citizens Authentication Gateway).</p> <p>★ Delivered ability for policyholders to make one time/non-registered payments via website for both commercial and personal lines.</p>	<p>Deliver the ability to submit claim via myPolicy.</p> <p>Complete high-level requirements for Update Contact information via myPolicy.</p>			
<b>Policyholder access to documents via myPolicy</b>	Gathering high-level requirements and doing initial work estimates.	Complete high-level requirements and design concept.	TBD – Implementation plan based on outcome of design concept.		
<b>Electronic Payments to Policyholder</b>	Solicitation Kick-off and SOW Development.	Solicitation Advertisement and Evaluation.	Vendor Negotiations and present selected vendor to BOG for approval.	TBD – Implementation Plan.	

# Next Steps Focus for 2Q-2018

## ➤ Implementation Activity

### ➤ Policyholder submits claims via myPolicy

- Complete Requirements Sessions

- Complete development and QA testing and prepare for deployment prior to storm season

### ➤ Policyholder access to documents via myPolicy

- Complete requirements sessions for decisions on scope of work for 2018 (if any)

- Complete Design Concept

## ➤ Solicitation Activity

### ➤ Electronic Payments solicitation

- Advertise and Evaluate vendor products