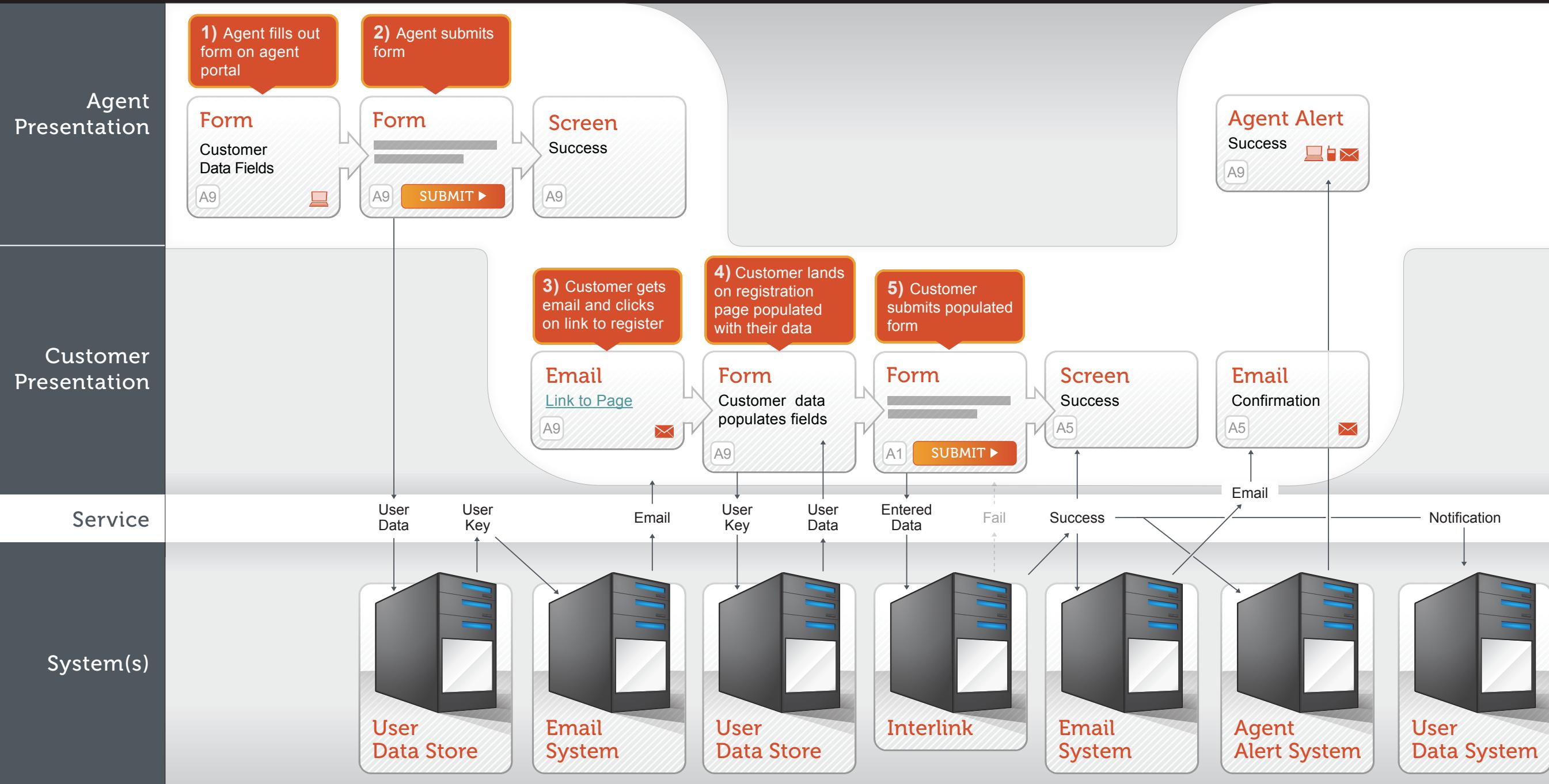


Warm Registration



Data Integration

Step 2

User Data Store - Takes in user data submitted by agent and returns an identifier to be used to access that data later.

Email System - Takes in identifier and generates an email to the customer asking them to click to begin registration.

Step 4

User Data Store - Takes in identifier and returns customer data entered by agent.

Step 5

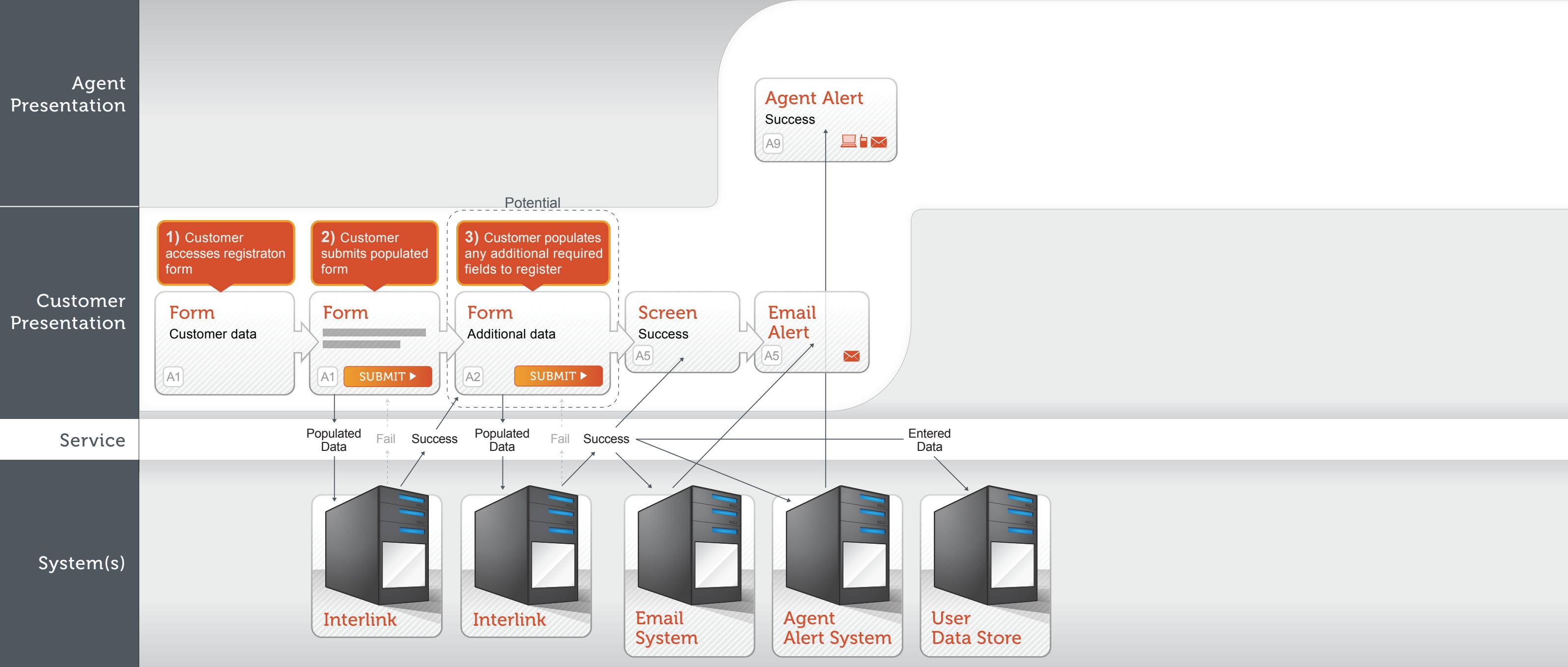
Interlink - Takes in data entered by the customer and returns if that data was a match with the policy data for a customer.

Email System - Sends customer a confirmation email after registration is complete.

Agent Alert System - Sends agent an alert when their customer has successfully registered.

User Data Store - Takes in data entered by a customer during registration and stores it to their profile.

Cold Registration



Data Integration

Step 2

Interlink - Takes in data entered by the customer and returns if that data was a match with the policy data for a customer.

Step 3

Interlink - Takes in data entered by the customer and returns if that data was a match with the policy data for a customer.

Email System - Sends customer a confirmation email after registration is complete.

Agent Alert System - Sends agent an alert when their customer has successfully registered.

User Data Store - Takes in data entered by a customer during registration and stores it to their profile.

Agent
Presentation

Customer
Presentation

Service

System(s)



Data Integration

Step 2

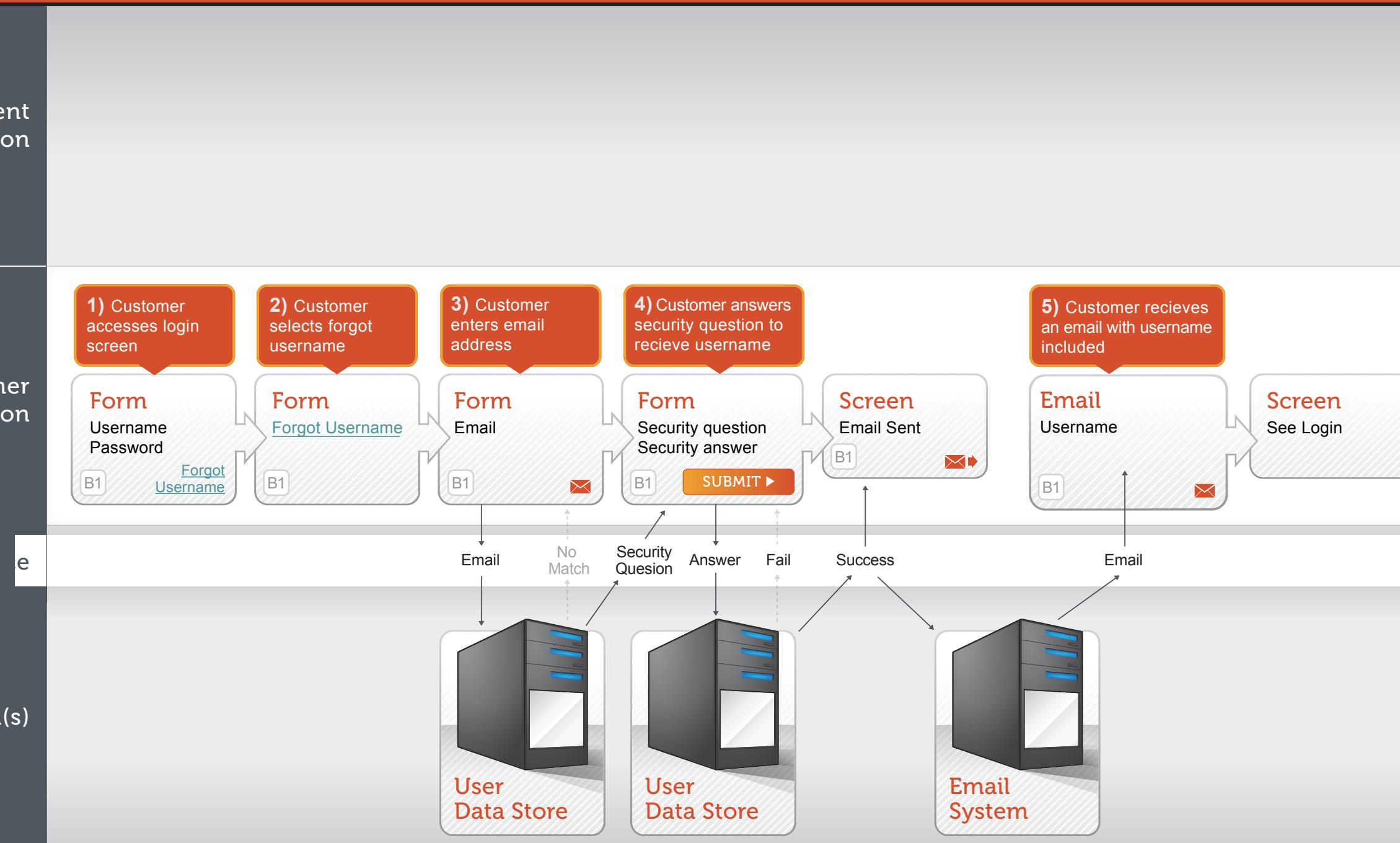
User Data Store - Takes in username and password and returns if that is a match.

Forgot Username

Agent Presentation

Customer Presentation

System(s)



Data Integration

Step 3

User Data Store - Takes in email address and returns security question.

Step 4

User Data Store - Takes in security answer and returns success/fail.

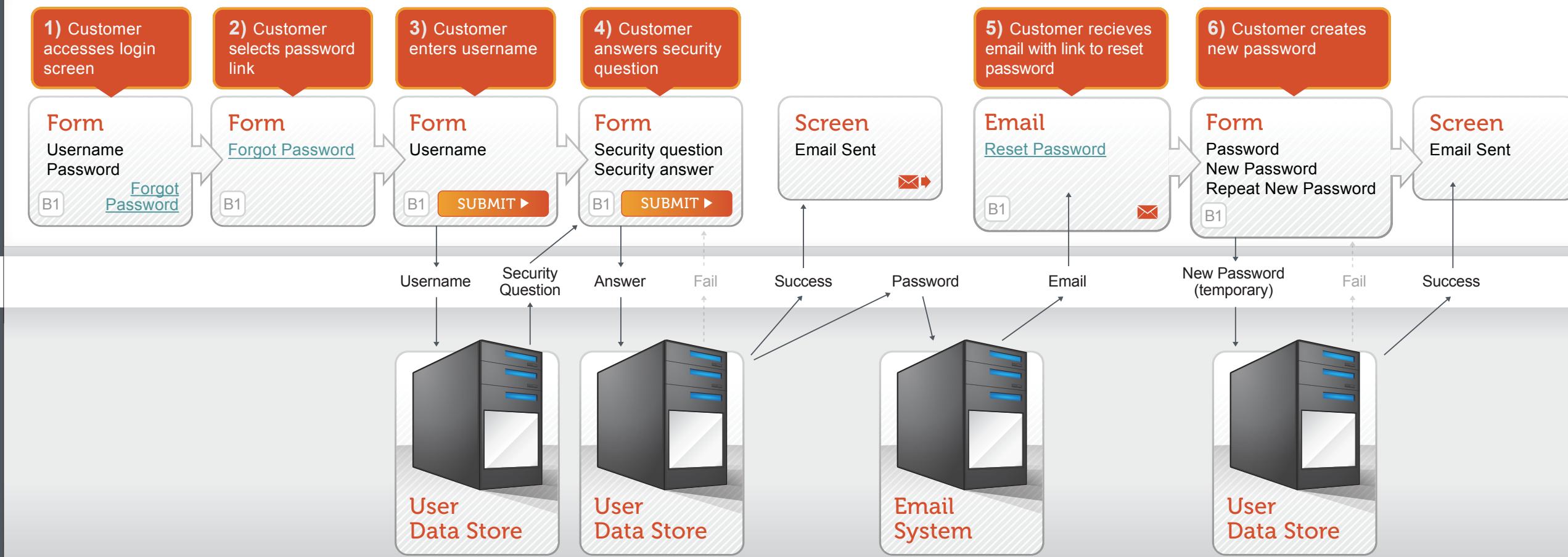
Email System - Takes in username and emails it to the customer.

Agent
Presentation

Customer
Presentation

Service

System(s)



Data Integration

Step 3

User Data Store - Takes in username and returns matching security question.

Step 4

User Data Store - Takes in security question answer and returns if that is a match.

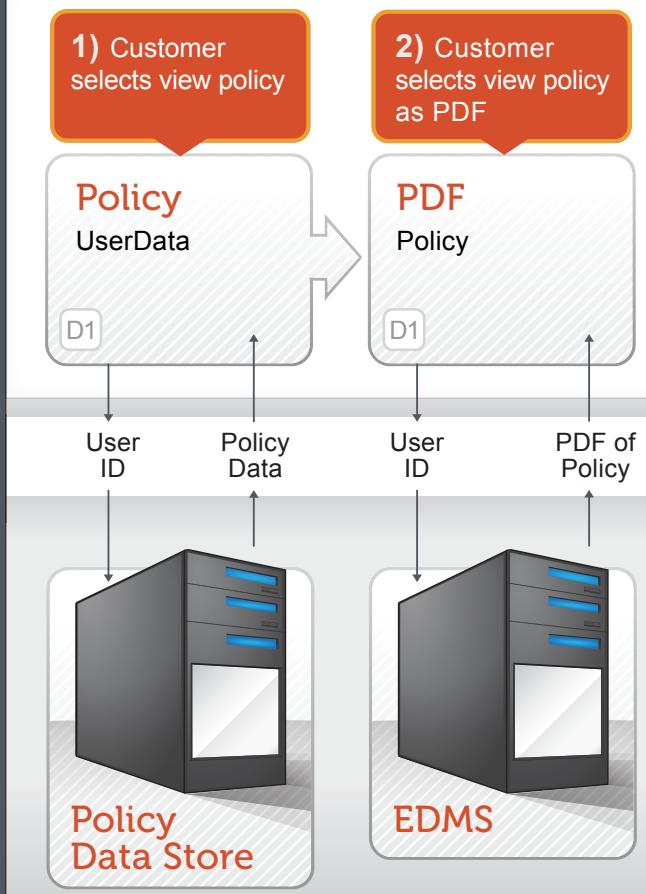
Email System - Creates email with link to reset password.

View Policy

Agent Presentation

Customer Presentation

System(s)



Data Integration

Step 1

Policy Data Store - Takes in user identifier and returns policy data.

Step 2

EDMS - Takes in user identifier and returns PDF of policy.

Request ID Card

Agent Presentation

Customer Presentation

Service

System(s)



Data Integration

Step 1

Policy Data Store - Takes in user identifier and returns state.

Step 2a

EDMS - Takes in user identifier and returns PDF of id card.

Step 2b

Print Shop - Takes in user data and mails customer a printed id card.