

# Lesson 10 Out-of-Sequence Transactions

## 10.1 Requirement

In this exercise, you will create a new policy, start two policy changes to create an out-of-sequence conflict and resolve it.

## 10.2 Creating an out-of-sequence policy change

### 10.2.1 Creating a Policy



#### Activity

Create a new Personal Auto policy.

1. Follow the personal auto policy steps to create a new personal auto submission for the account Renee WellsXX. Details for this policy are:
  - Offering: Standard Program
  - Effective date: Today's date
  - Vehicle: Create a vehicle with **VIN 111** (Acura) that cost \$30,000 new. Renee will be the sole driver.
  - Give the new vehicle comprehensive and collision coverages with default deductibles of \$500. Note: you may have to manually change these values.
  - Accept all other defaults.
2. Quote and Issue the policy

### 10.2.2 Issuing a Policy Change



#### Activity

Start the first policy change

1. From the Policy File, click Actions → Change Policy

Make the change effective one month after the policy's start date.

2. Make some material changes, such as creating a new vehicle

For the personal auto example, add a new vehicle that Renee will drive 100%.

- **VIN number 222** (Honda) that cost \$25,000 new
  - Use the remaining defaults for the vehicle
3. Change a coverage limit or deductible

- a) Remember which coverage you changed and the value, as you will change the same coverage again later.
- b) For the personal auto example, change the collision deductible on the first vehicle (VIN 111, Acura) to \$1000.

**4. Quote and issue the policy change**

**5. Return to the Policy**

**6. View the policy two months from today by entering or selecting the date in the Date box below the Policy Contract menu on the left**

- a) For the personal auto example, what is the collision deductible on the first vehicle?



**Tip**

Trouble seeing changes after selecting a date?

You may have to click outside of the Date box on the right side of the page to refresh the page for the new date that was entered.

## 10.2.3 Creating a second policy change



**Activity**

Start the second policy change that is effective before the first one.

**1. From the Policy File, click Actions → Change Policy**

Make the policy change effective two weeks after the policy's effective date.

**2. Make another material change, such as creating a new vehicle**

- a) Does the creation of a new vehicle cause a conflict? Why or why not?
- b) For the personal auto example, create a new vehicle:
  - **VIN number 333** (Mazda) that cost \$20,000 new
  - Accept all other defaults

**3. Change the same coverage in the first policy change job to a different value**

- a) Does the change in the same coverage cause a conflict? Why or why not?
- b) For the personal auto example, change the collision deductible on the first vehicle (VIN 111, Acura) to \$250.

**4. Try to quote and resolve any conflicts**

The values in the second change should take precedence.

**5. Quote and issue the policy change**

**6. View the policy two months from now**

- a) For the personal auto example, what is the collision deductible on the first vehicle?