Transfer Request Process

Thursday, April 3, 2025 10:24 AM

- REA submits transfer request to the Transfer Request Board located here: https://acrisure-corp.monday.com/boards/7234603579

- Review the file for any issues and review REA's notes on the request
  - Check for Large
  - Check for existing XSC
  - Check States - Check for anything other than the platform and check with the REA

- Check with ASC leadership for available resources
  - If no resources are available, update the status to "Hold - Resources"

- Once approved and resources are confirmed, send email to Sam requesting the file with the Request ID
  - Update status on Transfer Request Board to "Working on it"
  - Update Initial Project Approval to "Approved"
  - Add notes, if needed

- Sam will respond to let us know that the file is ready and provide a link

- Access the file from the Sharepoint folder and review and format file
  - Review the "Policies to Review" and "Policies that will error" tabs
  - Bold and filter headers on Eligible tab
  - Make eligible tab green
  - Find new servicer columns and make them orange (AP & AQ)

- Save a copy of the file in our "Transfer Requests Folder" for the applicable platform adding initials "ST" at the end of the name
  - Delete the "Policies to Review" and "Policies that will error" tabs

- Send the "ST" version of the file to the REA for review and approval

- Once approved, send the "ST" version of the file to the applicable ASC leader for review and AM assignments
  - Erik Bristow: CL ??
  - Jacqueline Stephens: PL
  - Brian Lelio: EB

- Once the file is received back from the ASC leader with AM assignments add the new project to the pipeline with a status of "Provide Dates"

- Update all Monday Boards
  - Add pipeline project name on Transfer Request Board
  - Check the DSC Onboarding Lists Monday board for that project and add new if not there (sort by platform to check for it)
    - If you find an entry that matches the project, add/update the following fields
      - ☐ Add transfer request board ID
      - ☐ Add the pipeline project name
      - ☐ Update the timing, if necessary
      - ☐ Update policy count
    - If adding a new entry, complete the following fields:
      - ☐ Add generic project name to "Agency" column
      - ☐ Select the platform
      - ☐ Enter a new Off Cycle ID using the next number in the numeric sequence
      - ☐ Add transfer request ID
      - ☐ Add pipeline project name
      - ☐ Select appropriate platform code
      - ☐ Update product column
      - ☐ Choose transfer type "Select Account"
      - ☐ Update Chart Category to "Off Cycle Transfers" or other applicable option
      - ☐ Update Timing column with the applicable quarter for the transfer
      - ☐ Add policy count
  - Add the Off Cycle ID to the Transfer Request Board