

This document outlines the detailed changes and functionality implementations requested for the Geneva International Case Management Portal. The updates are based on a post-deployment review and are intended to provide developers with a clear, actionable list of requirements. The changes cover user interface modifications, new reports, data entry field updates, and new sections for forms, KYC, and policy fees.

General System Changes

- **User and System Notifications:** Implement a notification system to alert the assigned Case Manager and the general mailbox when new documents or cases are uploaded, or when new information is added by an introducer or external user¹.
 - **User Role/Labeling Updates:**
 - Change the "Customers Management" section to **External Users Management**².
 - Change "Policy Holders" to **Introducers** under the "Customers Management" section³.
 - Update the term "Policy Holder" to **Policyholder** (singular) and "Policy Holders" to **Policyholders** (plural) consistently throughout the webpage⁴.
 - **Information Icons:** Add an information icon next to requested items (e.g., "Certified or Notarized Passport") that displays a description of the item, which will be provided by GII⁵.
 - **New Addition/Scope:** Create a new **Valuation & Revenue Management** section. The logic for this section will be provided via a separate spreadsheet⁶.
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Dashboard Enhancements

The dashboard should be updated to display a numerical count for each of the following categories, replacing the existing "Cases" and "Policy Holders" displays⁷⁷⁷⁷.

- **Policy Statuses:** Show counts for policies based on their status:
 - Active Policies (replacing the "Cases" count) ⁸
 - Surrendered Policies ⁹
 - Terminated Policies ¹⁰
 - 1035 Exchange Policies ¹¹
 - Lapse Policies ¹²
 - Prospect Policies ¹³
 - Under Review Policies ¹⁴
- **User/Entity Categories:** Display counts for:
 - Introducers ¹⁵
 - Insurance Dedicated Funds ¹⁶
 - Custodians ¹⁷
- **Quick Access Reports:** The following reports should be made available under the "Quick Access Reports" section:
 - Policies by Status (covering active, surrendered, terminated, prospect, 1035 Exch, under review, and lapse) ¹⁸
 - New Policies Issued (YTD, MTD, QTD) ¹⁹
 - Total Assets Under Administration ²⁰
 - Top Clients by Policy Value ²¹
 - Top Introducers ²²

Case Management Section Updates

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Case Management section's table and functionality require several changes²³:

- **Column Label Changes:** Update the following column headers²⁴:
 - **Case ID** to **Policy Number**
 - **Date Opened** to **Issue Date**
 - **Last Renewed** to **Effective Date**
 - **Primary Holder** to **Policyholder**
- **New Columns and Fields:**
 - Add an **IDF Manager** column to the table²⁵.
 - Add a new column for a **probability likelihood indicator** before the policy number²⁶.
 - Add a **Case Manager** dropdown with a list of Client Services team members (Elizabeth Morgan, Natisha Ward, Kayla Headley, Andreanna Pero, Gavin Brewster, Nikita Gibson)²⁷.
- **Action Buttons:** Add a **View** button next to the **Edit** button. The "View" function should allow users to see the file but not make any changes²⁸. The "Edit" button should be available to all users, but with specific sections (Communications & Lifecycle, Policy Information) restricted or requiring approval for changes²⁹.
- **Dropdown Updates:** The "Status" dropdown options should be updated to include: active, terminated, 1035 Exch, surrendered, lapse, prospect, and under review³⁰.
- **Left Navigation Pane:**
 - Change the "List Cases" menu item to **Policies Overview**³¹.
 - Change the "Add New" menu item to **Add New Case**³².

Forms, Data Entry, and KYC Updates

Forms Section

- Create a new section called **Forms** in the left-hand navigation pane, positioned before "Communications & Lifecycle"³³.
- This section should have two subsections: **Downloadable Forms** and **Upload Forms**³⁴³⁴.
- **Downloadable Forms:** The following forms should be available for download: application form, source of wealth form, source of funds (for policy), W8 Ben, W9, privacy notice, medical examination form, term sheet, structure chart, 1035 exchange form, and personal information authorization³⁵.
- **Upload Forms:** A separate subsection for uploading each of the forms listed above³⁶.

General Form and Field Updates

- **Name Fields:** Replace the single "Full Legal Name" field for individuals with three separate fields: **First Name**, **Middle Name(s)**, and **Last Name**. This change applies to all sections where an individual's name is entered³⁷³⁷³⁷³⁷³⁷³⁷³⁷³⁷.
- **Introducer Section:**
 - Change the subsection name from "Profile" to **Introducer Profile**³⁸.
 - When "Entity" is selected as the type of introducer, update the name field label to remove "(Individual)"³⁹.
 - For an "Entity," add mandatory field for **Contact Person 1** and an optional field for **Contact Person 2**, with the ability to add more⁴⁰⁴⁰⁴⁰⁴⁰. The email address and contact number should be associated with the

contact person⁴¹.

- The system should allow for the addition of multiple introducers⁴².

- **Key Parties & Roles:**

- The "Entity type" should be a dropdown with options: **Individual, Corporate, Trust, and Foundation**⁴³.
- Change "Beneficiary(ies)" to **Beneficiary** and add a button to allow adding more than one⁴⁴.
- Each role (e.g., Policyholder) should have an "Add" button to allow for multiple entries, which should be numbered (e.g., "Policyholder 1")⁴⁵.
- Add an **Applicable or Not Applicable** button for **Investment Advisor, IDF Name, IDF Manager, and Custodian** fields. If "Not Applicable" is selected, the fill-in fields should be greyed out and not counted for completion status⁴⁶.
- Information entered here for Investment Advisor, IDF Manager, Insurance Dedicated Fund, and Custodian Bank should populate new, non-editable sections in the left pane⁴⁷.

- **Policyholder and Controlling Person Sections:**

- Remove "Name of Controlling Person(s)" from the "Policyholders Information" -> "Profile" section⁴⁸.
- Add fields to allow for more than one passport number and country of issuance⁴⁹.
- Add fields to allow for more than one Tax Identification Number (TIN)⁵⁰.
- Add a **Contact Number** field⁵¹.
- Change "Profile" to **Policyholder(s) Profile** and "Controlling Person" to **Controlling Person(s) Profile**⁵².

- **Insured Life and Beneficiary Sections:**

- Mimic the Policyholder section with a dropdown that allows selection of the Insured Life based on the "Key Parties & Roles" information⁵³.

- Add fields for multiple passport numbers and countries of issuance⁵⁴⁵⁴⁵⁴⁵⁴.
- Add a **Contact Number** field⁵⁵⁵⁵⁵⁵⁵⁵.
- Remove the **Smoker Status** field from both the Insured Life and Beneficiary sections⁵⁶⁵⁶⁵⁶⁵⁶.
- Change the subsection name from "Insured Life" to **Insured Life Profile** and "Beneficiary" to **Beneficiary Profile**⁵⁷⁵⁷⁵⁷⁵⁷.

KYC & Document Management

- **Document List Updates:**
 - Add a new document upload feature for **Tax Returns**⁵⁸.
 - Remove **Medical examination form** and **Personal Information Authorization** from the main document list, as they will be housed in the new **Forms** section⁵⁹⁵⁹⁵⁹⁵⁹.
- **Expiry Dates:** Add a field for the expiry date for **Passport, Driver's License,** and **National Identification Card**⁶⁰⁶⁰⁶⁰⁶⁰. Add a checkbox or option for "no expiry date" that greys out the date field⁶¹.
- **Document Rules:** Add a note stating that any **two (2)** of the required IDs must be provided⁶².
- **Required Documents by Role:**
 - **Controlling Person:** Required documents will mirror the Policyholder list, but will not include a "bank reference letter"⁶³.
 - **Insured Life:** Required documents will match the original Policyholder list, including "medical information" and "personal information authorization forms," but will not include a "bank reference" or "personal reference letter"⁶⁴.
 - **Beneficiaries:** Required documents will match the "Controlling Person" list⁶⁵.

- **Document Upload by Individual:** Add a sub-subsection or a dropdown box to allow documents to be uploaded for each specific person/entity (e.g., Policyholder 1, Policyholder 2) when multiple are added⁶⁶.
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Policy Information & Fee Management

Premium Subsection

- Remove the **Premium Years** field⁶⁷.
- Replace the existing Premium Frequency with a double list containing:
 - **Recurring:** Monthly, Quarterly, Semi-Annual, and Annual⁶⁸.
 - **Limited-Pay:** 2-Pay, 3-Pay, 4-Pay, 5-Pay, 6-Pay, and 7-Pay⁶⁹.

Fee Summary

- Change the "Controlling Person" field to **Fee Approved by Policyholder**⁷⁰.
- In the fee table, separate the **Amount** and **Rate**⁷¹.
- Separate the **Commission Split** into fields for **Introducer 1**, **Introducer 2**, **Introducer 3**, and **Introducer 4**⁷². Commission rates should be applied to each category, even if the split is 0%⁷³.
- **Fee Frequency Updates:**

- **Set-up & DAC Fee:** Options should be "One-time payment," "Flat Fee," or "Single Fee (on all premiums paid)"⁷⁴.
- **Surrender Fee:** Options should be "One-time payment"⁷⁵.
- **COI Fee:** Options should be "Quarterly," "Semi-Annually," or "Annually"⁷⁶.
- **Fee Limits Updates:**
 - **Setup Fee Limits:** Add a new list of options⁷⁷.
 - **Administration Fee Limits:** Add a new list of options⁷⁸.
- **Administration Fee Updates:**
 - Add a new field for **Administration type** with a selection of "Single Fee," "Flat Fee," "Step Fee by Amount," "Step Fee by Year," "Step Flat Fee," and "Layered Fee"⁷⁹.
 - Add a new field for **Administration Value to be Applied to** with options: "Net Asset Value" and "Gross Policy Value"⁸⁰.
- **Investment Profile:** Add a section for **Valuation Support** where users can view a list of required support by asset type and upload the applicable documents⁸¹.