

Digital Platform Enhancements



**Easier.
Faster.
Better.**

Introducing new and improved case statuses for digital applications

Later this month, we expect to release new capabilities in our digital application platform. These capabilities will include implementing **three new case statuses** to add even more clarity during the underwriting process. This enhancement will:

- Replace a singular status code to provide more clarity on UW statuses
- Create a more efficient and intuitive way to track case status
- Create a more transparent, self-service view of your clients' application status
- Apply to digital applications only not paper applications

The existing **"Pending Submitted"** status will be separated into the following new statuses along with their definitions:

- **"Pending Offer Made"**: The offer has been extended to the client and is waiting for acceptance
- **"Pending Offer Accepted"**: The offer has been accepted and awaiting payment of premium
- **"Pending Paid"**: The premium has been paid

What this means for Partner Dashboard users:

The great news for you is that this new capability will be offered automatically.

What this means for direct status feed users:

This expanded status capability will be available for you; however, there will be additional action needed on your part.