

Agent Resource SiteSM tips

Auto Servicing: Auto Customer & General

To assist you with servicing auto policies on ARS, this tip sheet talks about the **Driver** and **Vehicle** screens.

Customer Screen

The customer screen includes basic contact information for your customer.

- On this screen you could update details such as the customer's mailing address, phone number, and email address.
- If you're making a change here that would have no premium impact (such as to phone number), you would not need to quote it before submitting.
- The email address field is for your reference. Updating the email here does not update the customer's email information on MetLife Online or the My Journey Customer website.

General Screen

The General screen is where you can:

- View renewal process information.
- Add the **Auto/Life** discount.
- Make direct pay payment plan changes (such as going from 2-Pay to 4-Pay). If the change involves ExpressIT® or Recurring Credit Card plans, contact the Agency Response Center, 1-800-255-0332, for assistance.
- View prior carrier details.
- Request forms be mailed from the company (such as Auto ID cards and Lienholder Memorandums of Insurance).
- **Career Agents:** You can capture an orphaned account (such as a state-to-state transfer) by entering your Agent ID in the **Capture Agent** field.

Questions?

Please contact your Regional Sales Manager (RSM).