

# Early Warning System has moved to Existing Business Agent Hub.

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The features and benefit of using EBAH over EWS.

Early warning System (EWS) Notifications	Existing Business Agent Hub (EBAH) in OLPC
<ul style="list-style-type: none"> <li>• Advisers receive a link by email alert, asking them to access the EWS system. The link takes the adviser to an Excel spreadsheet with a policy event.</li> <li>• EWS updates on a Monday Tuesday and Thursday (Can be 96 hours between some updates during seven-day week)</li> <li>• Information in EWS is only available from the Excel download for a maximum of four weeks.</li> <li>• Each Policy event is a string feed of information containing the following: - Master Agency, Sub Agency, Policy No, Client Name, DOB, Address, Postcode, Policy type, Policy warning (lapse etc), Full Name, Net premium, Premium Due date, Clawback amount, clawback due date, policy status, Off Risk date, sellers name, FRN, request to reinstate, refer to Service Area (for more information) and if a DOH is required. – All on this is displayed in EBAH in a clear format.</li> <li>• System is not real time and often requires calls to service to get further information.</li> <li>• No EWS saved rate information</li> </ul>	<ul style="list-style-type: none"> <li>• You receive real time notifications of any policy that may be at risk from CFO, Direct Debit bouncers or Lapses</li> <li>• The system provides a history of events that have happened along with any reinstatement information needed i.e. a new DD mandate, arrears payments, or declaration of health.</li> <li>• Where a DOH is needed to reinstate a policy, updates will be posted regarding the underwriting progress of this document.</li> <li>• It shows the policy lapse date and clawback date plus the amount of commission that will be reclaimed.</li> <li>• Warnings on screen are categorised by initial warnings, cancellations and bounces plus policies going off risk this week, this month and those policies with clawback due making it easier for you to decide where to focus.</li> <li>• Data can be downloaded into an excel spreadsheet that also contains Customer contact details.</li> <li>• Most events remain on the system for up to a year, giving you a clearer/longer audit of what's happened on policies.</li> <li>• The saved case link allows you to track the success of any retention activity you carry out</li> <li>• Can help answer details on a customer's policy - view any existing customer record to understand what cover they have in place with Legal and General 24/7.</li> </ul>

**Contact preferences in OLPC**

- This function allows you to control notifications on New business cases for the Customer, Agent and Administrator.
- On the notification panel if an Adviser and or Administrator requires email access to EBAH alerts then the corresponding Lapse notification tick box must be ticked.
- Please see the available [Contact Preferences PDF guide](#)