

New 'Agreement in Principle' for customers

Providing an immediate view on likely acceptance

We have made improvements to the way we communicate decisions to you on applications where the customer may already have an existing policy with us.

Giving you more transparency

OLP Connect will now display the expected decision immediately, while in the background as a priority, we will assess your application to complete our final checks.

The decision will appear as '**Agreement in Principle**'. This enhancement will give you more transparency over the likely acceptance of cover, enabling you to manage your client's expectation.

You are still able to input their preferred start date at the point of the initial decision which will allow it to go on risk automatically where the decision has not been altered.

Getting the most from OLPC

- **Contact preferences** – Ensure your profile is up to date and that you have chosen how we communicate with you to keep you up to date on your application's in progress.
- **Documentation** – Remember all application documents and correspondence can be found under the 'Documents' tab on the OLPC 'Manage Application' screen.
- **Multi Product Discount** – You can submit up to 40 policies on a single OLPC application*.

Improving the way, we protect your customer data

To help, protect your customer information. We'll be introducing our new password reset prompt in OLPC over the forthcoming months. You'll simply confirm your current password and change it to something new.

This will be an immediate change so there will be no disruption to your access.

*Combination of life,cic,ipb and business protection. Max 2 clients and a combination of single or joint policies. They're eligible for multi product discount when they do this. Its £1.50 for every additional product added.