

Conversion expiry letter now available on the website

430NB

Date: February 23, 2023**Effective:** February 27, 2023

North American is excited to announce the addition of the conversion expiry letters along with a corresponding notification option. The letters will be added to the website as part of the available inforce correspondence. A copy of the letter can be found in the 'Correspondence' category when visiting the 'In Force Correspondence' section. We hope by having this information readily available for you, it will help you to better service your client in a timely manner.

In order to view this correspondence on the website, you have to subscribe to all inforce policy notifications. The steps to subscribe to receiving notifications via the website are:

- Under 'My Business' click on 'Notifications' then click on 'Settings'
- Under 'Inforce Policy Notifications' select 'Web'
- Click 'Save Settings'

There is also an option to receive an alert via email when a notification is available on the website. The steps to subscribe to receiving alerts of notifications on the website via email are:

- Under 'Email Notifications' select either 'Use existing email' or 'Use new email.' You are required to enter the new email address when selecting the new email option.
 - If you were never set up to receive email notifications then the only option available is 'Use new email.'
- Under 'Inforce Policy Notifications' select 'Email'
- Click 'Save Settings'

Please contact Policy Change with any questions.

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