

# Agent and Profile Code Update

498NB

**Effective:** August 10, 2024

North American continues to invest in technology updates to improve our processing times and the customer and agent experience. An update on August 10, 2024, to SimpleSubmit<sup>®</sup> e-App will ensure new e-Apps can be processed immediately without manual intervention and create efficiencies for your dedicated New Business team.

The first time you access SimpleSubmit after August 10, 2024, you will be prompted to re-enter your agent and profile code. The codes will be entered into two separate fields, the first field for the 'base' agent code, and the second field for the profile code. The eApp will save your agent and profile codes for future applications. The profile code may vary depending on the type of business you are submitting. If an update is needed these fields can be updated on a case-by-case basis.

If your agent code is pending, check this box.

% Credit	Agent Code
100	<input type="text"/> - <input type="text"/>

## Pending Agent Code

New agents that have not yet received an agent code can select the checkbox to eliminate the need to enter an agent and profile code.

Agent Information

If your agent code is pending, check this box.

% Credit	Agent Code
100	Pending

## Current cases in eApp

If you have started a case that is not yet been locked and submitted, you will need to re-enter the Agent Code in the new fields before you will be able to lock the case.

**To view your agent and profile codes, visit your producer profile on [NorthAmericanCompany.com](https://NorthAmericanCompany.com).**

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