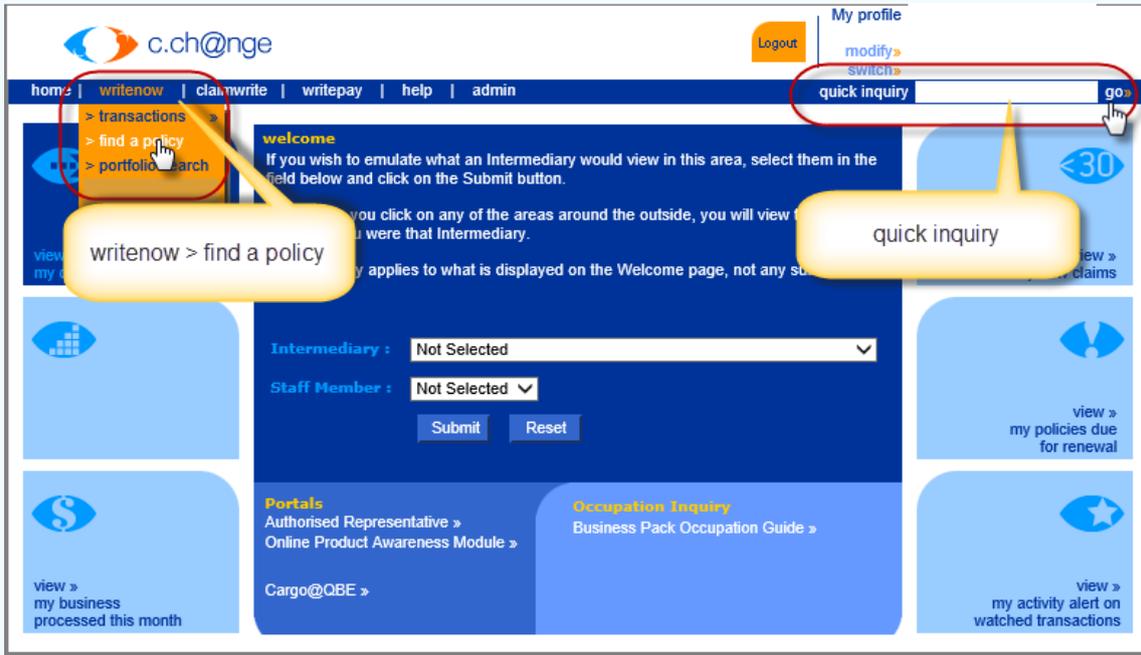


# c.Change - Certificate of Currency

## Stage 1. Login to c.Change

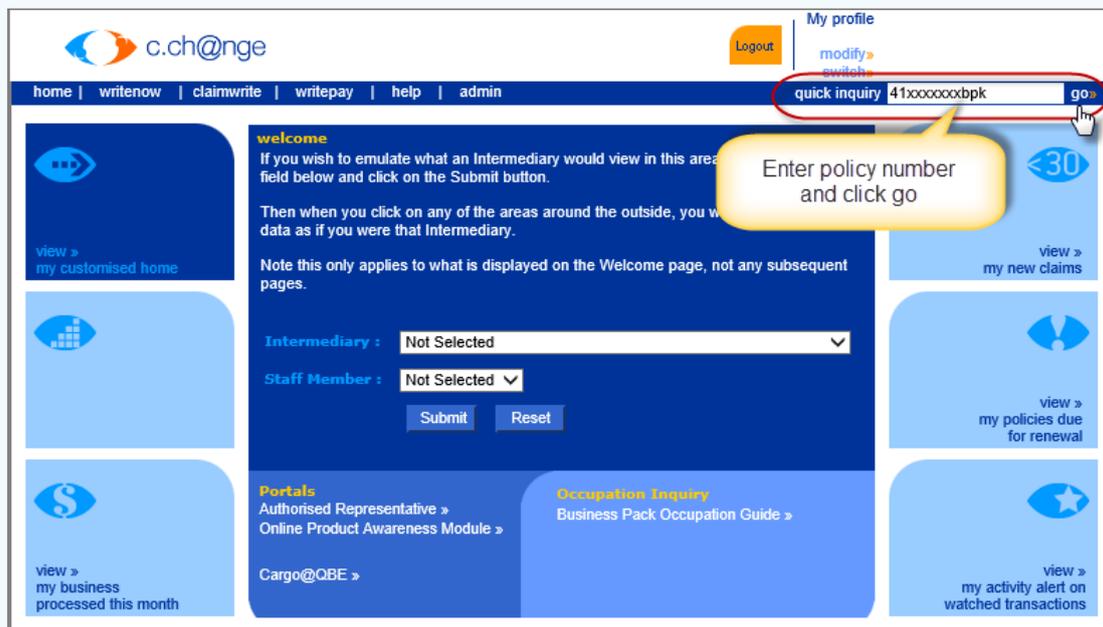
- Log into **c.Change**
- To search for a policy, there are 2 options available:
  1. **quick inquiry**
  2. **Writenow** > select **find a policy**.

**NOTE:** For Sunrise Policies please drop the 1 in front of the policy number. The 1 indicates that the policy is connected to Sun rise and cannot be entered into c.Change



## Stage 2. Quick Inquiry Search

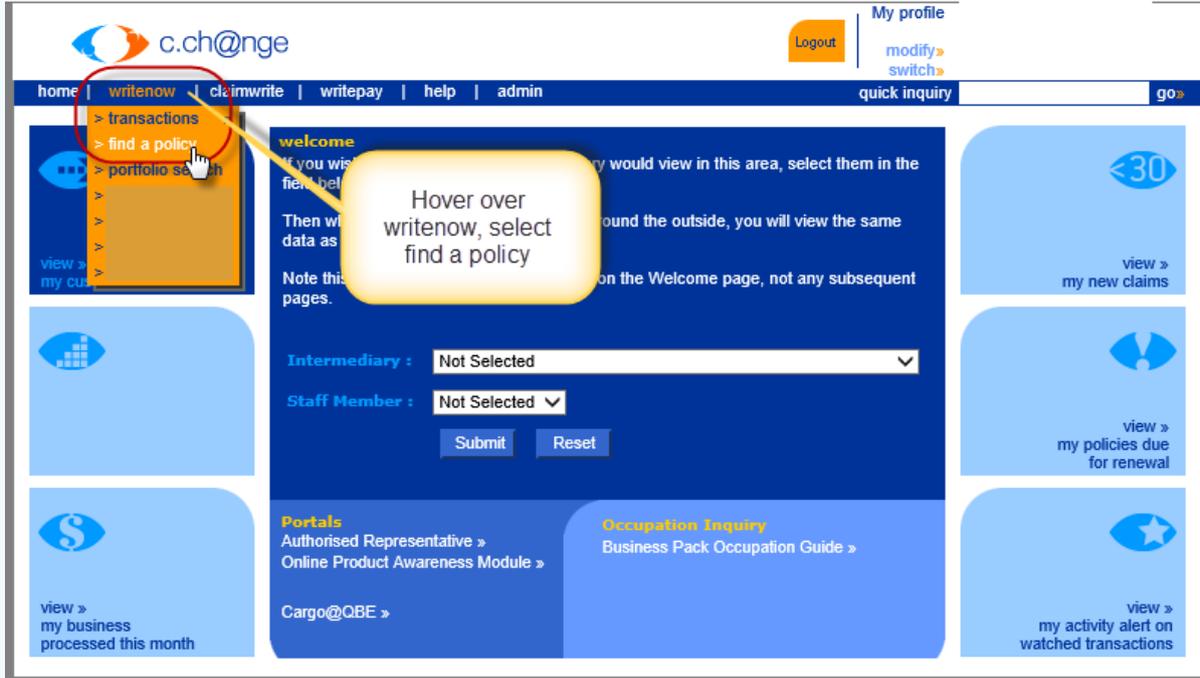
- Within the **quick inquiry** field, key in the **policy number** and click **go**
- Policy details will now appear



### Stage 3. Writenow > find a policy search

- Hover over **writenow**
- Select **find a policy**
- A policy search page will appear for you

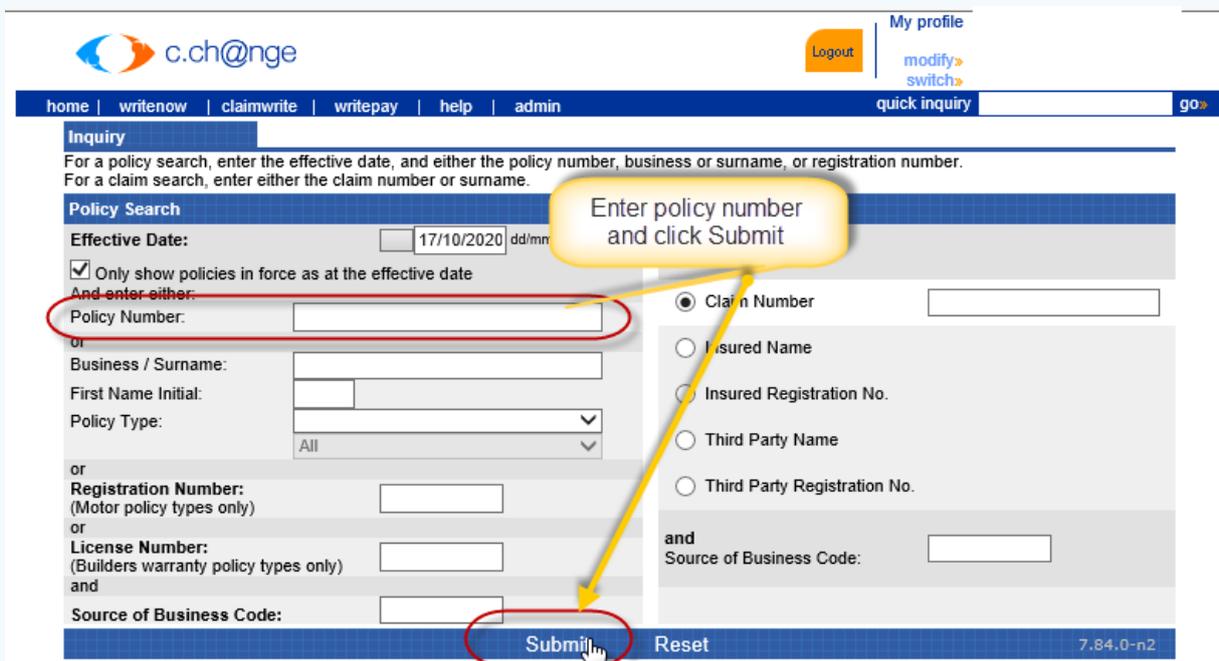
**NOTE:** For Sunrise Policies please drop the 1 in front of the policy number. The 1 indicates that the policy is connected to Sun rise and cannot be entered into c.Change



### Stage 4. Writenow > find a policy

**NOTE:** This page can be used to search with an Insured name, if you do not have a policy number

- Key in the **policy number** and select **Submit**
- Policy details will now appear



**Stage 5. Policy Options**

- Click on **Policy Options** below - this will open an options box
- Select **Certificate of Currency**

The screenshot shows the 'c.change' web application interface. At the top, there are navigation links like 'home', 'writenow', 'claimwrite', 'writepay', 'help', 'admin', and 'quick inquiry'. The main content area displays policy details for Policy No. 41 (BPK). A dropdown menu titled 'Policy Options' is open, listing various options such as 'Certificate of Currency', 'Confirmation of What You Told Us', 'NSW Stamp Duty Review', 'Policy Debtors', 'Policy Performance', 'Premium Transactions', 'Policy Schedule', 'Policy Details', 'Disable Auto Renewal Invite', 'Edit Options', 'Endorse Policy', 'Update Survey Date', and 'Cancel Policy'. The 'Certificate of Currency' option is circled in red. A yellow callout box with the text '1. Select Policy options 2. Certificate of Currency' points to this option. At the bottom of the page, the 'Policy Options' button is also circled in red. The status of the policy is 'CURRENTLY IN FORCE' with an inception date of 11/05/2020 and a period ending 11/05/2021.

**Stage 6. Select Policy Sections**

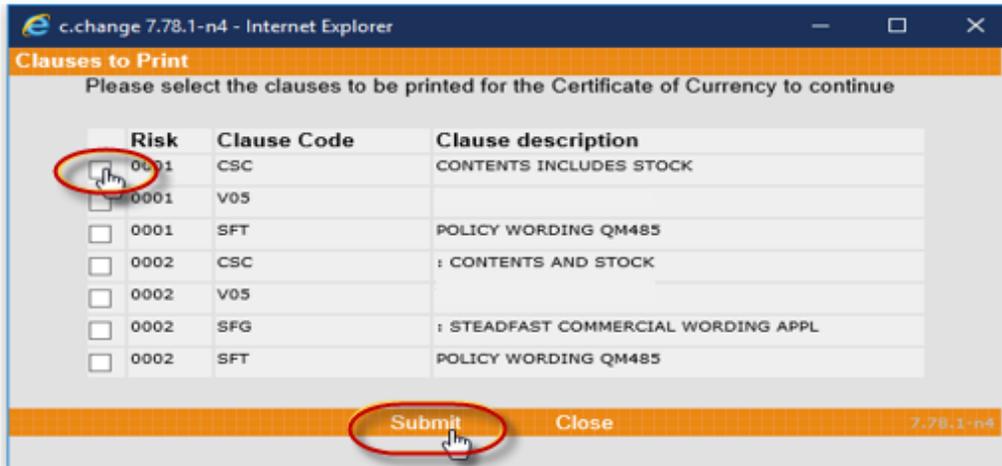
- A pop up will appear
- Select the **Policy Section/s** required
- Then select **Next**

**NOTE: Multiple locations - You are only able to select one location at a time**

The screenshot shows a pop-up window titled 'Select Policy Section' from the c.change 7.84.0-n2 application. The window contains the following text: 'Please select the policy section and then click "Next" to continue. Should a certificate be required for the entire policy, please print the policy schedule.' Below this is a table with three columns: 'Policy Section', 'Risk', and 'Location/Type of Business'. The table contains four rows: 'Property' (Risk 0001), 'Bus Interruption' (Risk 0002), 'Theft' (Risk 0002), and 'Property' (Risk 0003). The 'Property' row is selected, indicated by a checked checkbox in the first column. A yellow callout box with the text 'Select the policy section required, click Next' and 'Scroll Bar may appear depending on number of risks' points to the 'Property' row and the scroll bar on the right. At the bottom of the window, the 'Next' button is circled in red. The version number '7.84.0-n2' is visible in the bottom right corner.

### Stage 7. Select Clauses to Print

- Select any **Clauses** required to appear on the Certificate
- Then select **Submit**



### Stage 8. Certificate of Currency Document

- The Certificate of Currency should now open for you as a PDF Document
- Click  to Save document
- Click  to Print document
- Click  to PDF document. This function will allow you to automatically email the Certificate of Currency or Save the document as a PDF

