

# My CFC broker portal closure FAQ's

The My CFC broker portal was decommissioned on the 14<sup>th</sup> July 2021. Here are some answers to the questions you might have.

## Why did you shut down the broker portal?

CFC has been investing heavily in new technology, showcased to date in our one-question cyber trading platform; CFC Connect. As we continue to roll out new tech to other areas of the business the benefit provided by the legacy My CFC portal diminishes. Decommissioning the portal allows us to fully focus on delivering you awesome new tech even more quickly!

## Is this the same as the cyber platform I've heard about?

Nope! This was a legacy broker portal which is separate to our new CFC Connect trading platform for cyber.

## Can I get a CFC Connect login for cyber enquiries?

Yes! For cyber enquiries, Connect is a highly intuitive trading platform that is changing the way cyber policies are bought and sold. You can request a login and find out more [here](#).

## Will I be able to trade more than just cyber on the new Connect?

It's our goal to move many of our high-volume specialty lines products onto Connect in the near future. You'll be the first to know when this is available!

## I previously used Fast Track to send you my submissions, what do I do now?

You can send your new business and renewal submissions straight to the relevant team inbox or your designated underwriter where they'll be dealt with immediately. This is just as quick as using the Fast Track submissions service.

You can [download our team email sheet](#) for details on where to send your enquiries.

## Does this mean, I can't see my portfolio or client history anymore?

Unfortunately not, but your favourite CFC underwriters are always on hand to help with any queries you have on your existing accounts. Just drop them a line!

## What about generating loss runs?

This is another area where we've just launched some shiny new tech! It is now even easier to get a loss run from CFC. Simply email [lossruns@cfcunderwriting.com](mailto:lossruns@cfcunderwriting.com) including the client name and policy number somewhere in the subject line or email body, and we'll automatically send the loss run back in real time if your company is the appointed broker on the account. A minimal number of requests could be referred, for example, in the event of an open claim. Don't worry, in these cases our claims team will still get back to you within 24 hours!



#### **Self-serve MTAs**

MTA requests, such as name changes, address changes, additional insureds, and soft extensions will need to be directed to your underwriter for the time being. We'll be focusing our automation efforts on MTAs in the near future, so watch this space! It's also worth noting that many of our products include automatic additional insured extensions, so you may not even need to endorse the policy – check out the wording.

#### **I had accumulated some rewards points on the Broker Auction – are they gone?**

Yes, this closure also includes the Broker Auction and any points you accumulated while using the portal. But don't worry, we have another rewards system in the works. We'll be in touch in due course!

#### **I have another question.**

If it's about your portfolio or existing accounts, simply reach out to your underwriter. For any queries related to the portal itself drop us a line at [inbox@cfcunderwriting.com](mailto:inbox@cfcunderwriting.com)

If you have further questions about the Broker Auction or your points, you can email [cfauction@cfcunderwriting.com](mailto:cfauction@cfcunderwriting.com)