

## **Our latest platform improvements**

This month we've:

### **Enhanced our policy issue process for menu plans**

You can now issue individual policies even if they are part of a wider menu plan. This gives you full flexibility to support your customer's needs and get them on risk as soon as possible.

For example, if you've submitted a menu plan with a Zurich Life and Critical Illness policy to cover your customer's mortgage, as well as an Income Protection policy, you can now issue either policy or both policies whenever you want.

### **Updated our non-medical limits for life, critical illness and income protection**

We've increased our limit thresholds to reduce the number of customers who will need medical evidence, creating quicker decisions for you and your customers.

### **Refreshed the limits on our Large Case Underwriting Team**

Life Cover policies where the sum assured is over £1.5m or Income Protection policies where the annual benefit is over £60,000 will now be managed by our specialist large case underwriting team. You can find more information [here](#).

### **Improved our underwriting rulebook**

We've made a series of underwriting improvements to provide customers with decisions as quickly as possible and improve point of sale outcomes.

### **Improved our adviser alerts and notifications**

Based on your feedback, we've updated over 75 alerts and notifications to give you more detailed information about your customer's application.

### **Commission clarity**

We've updated the commission question to make it clear whether the policy should have indemnity or non-indemnity commission.

### **Made changes to our customer portal**

It's now easier for customers to register for the customer portal based on feedback we've received.