

Editorial

In this edition, we highlight enhancements to **mf** online, as well as the decommissioning of TCA.

To all our business partners who completed our survey, thank you for your feedback and comments. Please be assured that we peruse all your comments and consider your suggestions for possible enhancements to the system.

Training has been identified as one of the main factors that lead to errors on **mf** online. As a result, we are currently developing an e-learning platform for **mf** online personal.

We hope you enjoy this issue!

Regards
mf online Support Team

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Online support

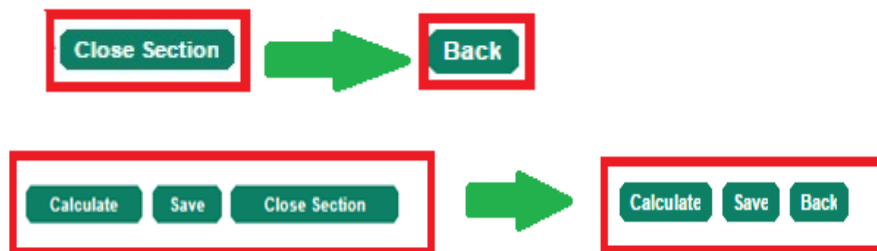
We wish to remind you that the prime function of the Online Support team is to assist you with system-related issues on the **mf** online system. In view of FAIS requirements, we may not give advice and cannot assist you with insurance related queries. Queries of this nature can be addressed either with your Portfolio Manager or with the Personal Lines Contact Center.

SYSTEM ENHANCEMENTS

mf online Commercial

Amongst other important developments, we are currently working to enhance **mf** online Commercial. We have implemented the following change to improve user experience:-

On all commercial sections, we have removed the **Close Section** button and replaced it with a **Back** button



The **close section** button duplicated the functions that were already performed by the **save** button, which negatively impacted response and functionality flow.

HINT

Please ensure that you click on **save** before clicking on **back** so as not to lose your changes.

mf online Personal

The personal system has been enhanced to allow cancelled sections on a quote to be reinstated. The rules for cancelled sections on a policy have not changed.

Decommissioning of TCA

As the mainframe has been decommissioned and has been shut down, TCA will no longer display any data and will also be shut down shortly. The links to TCA have been removed from **mf** online and the Mutual & Federal web page. All policy and claim enquiries, including group schemes, must now be done via **mf** online. If you have **mf** online access but can't view all of your policies or claims, you may not have access to all the agent numbers in your brokerage. To update your access or to request new access, please contact your Portfolio Manager who will arrange this.

mf online survey

Noted below are comments brokers have made when completing the **mf** online survey. Thank you. We appreciate the positive feedback.

- *Easy, quick and hassle free. Additions with a click of a button - exceptional*
- *mf online is quick and easy to use and very "user friendly"*
- *Very helpful being able to check online*
- *mf online is easy to use, quick, simple and with online proposal being created is fantastic. All brokers should use it, it minimises time and effort.*
- *The system (personal lines) works well and is very efficient. The more you work on it the better it gets.*
- *I found the system user friendly.*
- *Really impressed with mf online, it's getting better and better.*
- *User-friendly: easy to use. Simplified, professional and effective*
- *I enjoy working on mf online, although there is days when a policy will not submit, etc. and then your call centre is always willing to assist us.*

Future Enhancements

We are excited to advise that we are planning further enhancements to the system that we believe will be very useful to our business partners. We will be introducing functionality that will allow you to request Border Letters and Confirmation of Cover Letters via **mf** online. We will also introduce a facility that will allow you to change contact details and email addresses on your Agency Record.

Claims Registration

This is a reminder that we have implemented the full claims registration functionality on **mf** online. Users will now be able to select the item being claimed on, select the loss class code and peril and answer the questions specific to the claim. This will allow for quicker turnaround times with claims settlements. If you do not see the Claims Registration button after notifying a claim, please contact your Portfolio Manager and request this access.

Should you have any queries or suggestions regarding this communication, please feel free to email Online Support at **onlinesupport@mf.co.za**.

mf online Contact details

- ❖ **Telephonic support :**
0860 63 24 47
- ❖ **System support :**
onlinesupport@mf.co.za
- ❖ **Suggestions & comments :**
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