How to Collect/Input Initial Policy Data

A guide to efficiently retrieving your book of business during initial onboarding

There are a few methods available for retrieving your in-force block of business. We strongly suggest utilizing these methods before trying alternative approaches. Out of the options below, choose the one that best applies to you; and of course, is the least time-consuming! As always, please reach out to your designated Customer Success Manager for onboarding-related assistance.

1. CRM Export

Downloading an export from your Customer Relationship Management (CRM) System is the preferred method for obtaining your portfolio. Commonly used CRMs from our customers would be SmartOffice, RedTail, ClientWorks, Salesforce, or Wealthbox. To upload your life policies into your Proformex account, we will need this export to be an Excel or .CSV file. You can often find success by searching on Google for "how to export" from your specific CRM.

See additional guides here:

a. Exporting a List from SmartOffice

b. Custom Exporting in Redtail

c. ClientWorks: How to Export

d. Exporting Reports in Salesforce

e. How to Export Data from Wealthbox

2. Brokerage General Agency (BGA) or Distributor Export

If you work with a BGA or Distributor, you can reach out directly to your point of contact or visit their website. From there, you should be able to successfully obtain an export of all your active life policies.

3. Carrier by Carrier Export

For agents or advisors who don't work with a BGA (Brokerage General Agency) or distributor and don't have a centralized CRM or policy tracking system, reaching out directly to each carrier is a reliable way to gather in-force life insurance policy data. Many carriers can provide an export of policy details upon request. If there is not an option to export directly from the carrier's website, you may need to call a representative for this type of request.

4. Manual Input of Data into Upload Template

If you are currently storing your policy data in hard files, or do not have a centralized location, we recommend manually entering the policy data in Proformex's Bulk Upload & Update Template.xlsx. On the first sheet, "All Available Fields," you will see every policy value we can currently store in Proformex. On the second sheet titled, "Template," you will manually enter in each policy's information in the designated columns. The first four columns that have been bolded are required fields for us to be able to upload your policies in Proformex. We also strongly recommend entering the insured's, owner's, and agent's information, along with any tracking field such as the premium date and modal premium!

Next Steps

Once you have your BOB export, send the Excel or .CSV file to your designated Customer Success Manager via email. From there, they will work on bulk uploading your initial life policies into your Proformex platform. This process may take a few days and your CSM will update you once this has been completed.

Important Notes!

1. Your file will need to contain **at least** the policy number, policy type (i.e. term, universal life), carrier's name, and policy status (in force, lapsed, terminated) for us to upload your data in Proformex.

2. We also strongly recommend inputting the insured details, owner details, agent details, issue date, and premium-related values. To request annual statements and illustrations from the carriers on your behalf, we will need the policy insured and servicing agent's name included in the file.

3. We **do not** have the ability to store disability or Long-Term Care policies in Proformex. We will have to remove these from your file prior to uploading your data to your platform. We **do**, however, store Universal Life policies with Long-Term Care (hybrid).

4. If your file includes non-active policies, we will upload them to Proformex unless instructed otherwise. Some customers prefer to retain inactive policies for record-keeping, so we avoid making assumptions on your behalf.