Policy Management

1. Create New Business Request

Select Business Type in New Business / External Transfer

		Policy Management	People Management	Client Management	Product Management	
	Initiate a Request					
Home	New Business / Exte	ernal Transfer				
Policy Search BIT Search View Buckets	Life Insurance					
	MPF - Regular			Others Fund		
	MPF - Lump Sum			CIES		
				Referral		
	Existing Policy					
	Multiple Purpose Fo	rm				

Fill in the e-Form in 3 Step (Plan > Consultant > Client Information) and submit

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External Transfer*	-		Policy Number		Primary Carro	141			Primes Description Control	PMDI	1	1				Cleritiniumation (1 of 1
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1.1 Create Existing Policy Request Select Request Type in Existing Policy

		Policy Management								
	Initiate a Request									
tome	New Business / External Transfer	New Business / External Transfer								
Policy Search	Existing Policy									
IT Search	Top Up		Change of Payment Frequency							
ew Buckets	Reduce		DPMS Opt In							
	One-off Contribution		DPMS Opt Out							
	Reinstatement		DPMS Change of Style							
			Fund switching							
	Premium Holiday		Cooling-off cancellation							
	Reinstatement and Top Up		Reinstatement and Reduce							

Input the Policy Number and Select Principal > Search

	initiale a Re	queat		
ing .	New Basan	ess/External Transfer		
nationing Heigheet	Existing P	Step 1 - Plan Information		
Eesenh	Teo Up			Search
w Buckets	Reduce	Policy Number 1234567	Principal -Zurich International Life 🗂 💮 PFID	Search
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Input the necessary information > Submit

			Search
Policy Number	Principal *	PFID	Search
			Change of Payment Frequency
Date on Application Form * (YYYY/MM/DD)			
New Commencement Date * (YYYY/MM/DD)			
Payment Frequency *	Monthly		
Commencement Date Term Of Year	2011/09/01 25	Contribution Amount Remaining Terms	
Commencement Date	2011/09/01	Contribution Amount	
			<u>Next >></u>
Submit Sava Cancel	1		
Sublinit Save Cancer	1		
View Check List Application Log	Save and Print Load		

1.2 Monitoring the request status (check existing submitted request status) Click Outstanding Request on the left side menu > Monitoring List
Varicent Sales Performance Management (SPM)

		Policy Management	People Management	Client Management	Product Manageme		
	Outstanding Request						
Home Outstanding Request	Inbox Monitoring	List Draft Search					
Policy Search	SR Reference	Туре	BPD Clean Date	Sent to Principal	Convoy Received Policy	Client Received Policy	Reprint
BIT Search	20130109000026	New Business					Print
View Buckets	20130109000027	New Business					Print
	20130109000033	Assignment	2013/01/10				Print
	20130109000036	Change of Payment Frequency					Print
	20130109000039	New Business	2013/01/11				Print
	20130111000055	New Business					Print
	20130122000110	New Business	2013/01/23				Print
	20130123000122	Fund Switching	2013/01/23				Print
	20130125000139	Change of Payment Frequency	2013/01/28				Print
	20130125000141	Reduce	2013/01/28				Print
	20130125000144	Premium Holiday	2013/01/28				Print
	20130125000145	Cooling off cancellation					Print

2. Check and Resubmit Reject Case

Click **Outstanding Request** on the left side menu > **Inbox**

		Policy Management	People M	anagement	Client Management	Product Management
	Outstanding Request					
ome	Inbox Monitoring L	ist Draft Search	<u></u>			
Istanding Request	Accepted:					
licy Search	SR Reference	Initiator	Request time	Modify time	Туре	
T Search	20130111000055		2013/01/11 10:56	2013/01/28 12:27	New Business	
w Buckets	20130125000145		2013/01/25 12:33	2013/01/28 12:21	Cooling off cancellation	
	Available: No inbox reque	est available				

3. Search and View Policy Detail

Click **Policy Search** on the left side menu > **Search**

	F	olicy Management	People Management	Client Management	Product Management
	Policy Search				
Home	Policy Search				
Dutstanding Request	Туре	Content			
BIT Search	PFID				
∀iew Buckets	Policy Number				
FAD Reports	Eform Reference	Barcode	SR Ref.		
SMS Batch	Consultant Code				
	Policy Holder ID				
	Policy Holder First Nam	e			
	Policy Holder Last Nam	e			
	Action	Search Reset	Advanced Search		

4. Search and View BIT Detail Click BIT Search on the left side menu > Search

	Policy Ma	nagement People Managemen	t Client Management Pro	oduct Management								
	BIT Search											
Home Cutate Comme	BIT Search											
Policy Saarch	Туре	Content	Туре	Content								
BIT Search	Policy Number		BIT ID									
View Buckets	PFID		BIT Type									
FAD Reports	Policy Holder ID											
SMS Batch	Policy Holder First Name		Policy Holder Last Name									
	Product Name	· · · · · · · · · · · · · · · · · · ·	Product Code									
	Provider Name		Consultant Code									
	Submit Date From		Submit Date To									
	Commencement Date From	(m)	Commencement Date To	菌								
	PAR1	•	Service Interview									
	PAR2		Hold	· · · · · · · · · · · · · · · · · · ·								
	Status											
	Action	Search Reset										

5. View Personal and Team BV

Click View Buckets on the left side menu > Search > Action Icon

	Policy Management	People Management	Chent Management	Product Management	
Home Outstanding Request Policy Search	Search Consultants Staff Code Search Reset				
Bit Search Mew Buckets FAD Reports	Search Results Name			Staff Code	Action
345 5000					S

People Management

1. Personal Information

Click **Myself** on the left side menu > **Personal Information**

	Employee				
df Recepted Information	Personal Information	Employment Territory Payne Inform			
List	Basic Information				
	Photo	Linea Price			
	Employee Code *		Previous Employee Code		
	Work Area	(W)			
	English Name	Salutation Surname	Middle Name	Given Name	
	Chylan Hank	Mr 💌			
	Chinese Name	Last Name First Name	Alias	1	
	Date of Birth		Place of Birth		-
	Gender	Male (Active)	Marital Status	Divorced (Active)	
	Citizen				
	Group Date Join *		Status	Active +	
	Self Employ		TRD ID	Need Training	
	Medical Certificate No		Package Code	-	
	Passport Information				
	Passport No.		Issue Country	×	
	Issue Date	(m)	Expiry Date		
	Login Information				
	Domain Name	CONVOY	Login Name		
	Nationality Information				
	A CONTRACTOR OF THE OWNER OWNER OF THE OWNER		all thread Diverse the second		

w: PP0006, PP0006PP | Logs

3. Morning Appointment

Click **Myself** on the left side menu > **MAP** > **Action Icon**

	Employee	0											
t Personal Information	* Add	itional	Inform	mation	F	lental	Refun	d Leaves	MAP Attendan	ce Appraisal Train	ing Qualification Li	cense Payslip	BV Bucket Medical Scan Fi
To Do List	Per	sonal	MAP	11									
	4		_2	月 201	13	Ŧ	+	Start Time	End Time	Meeting District	Client Name	Status	Actio 💿
	27	25	29	30	31	1	2			No MAP	record in 2013/02/16		
	3	4	5	6	7	8	9						
	10	11	12	13	14	15	16						
	17	18	19	20	21	22	23						
	24	20	26	27	28		-5						

Client Management

1. Search and View Client Information

Click **Search Client** on the left side menu > **Search** > click **Client Name**

	Pulling Management	Peak	Notingerment Claret	Management	Aut Management	
Search Client	Consultant	My Clients				
sur Portoko	PP0006. PP0006PP (Myset)	Status	Name	_	Client Code	
		Inactive	FOUR SEA TECH LTD		CN000092	
	Drect Subordinate	Active	Tai Man Chan		CN000039	
		Active	Tai Man Char		CN000070	
		Inactive	John Die		CN000000113	
		Active	Apple Tech Ltd		CN000051	
		Active	-antes Hill		CN000050	
		Active	Zames toll		CN000089	
		Active	ABC Tech Ltd		CN000041	
		Active	Baiada Factory		CN000633	
		Active	Testing Company		CN000036	
		hadsve	Testing Company		CN000035	
		Active	Wong James		CN000043	

2. View Client Account Information

Click Search Client on the left side menu > Search > click Client Name > Account Number

4	Tsui	CN0000					ent S
						2 Account Relationship	1
phit Trans	Account Number	Account Status	Client 1	Client 2	Client 3	Client 4	
on Repo	DODONA C		Tsui ((CN0000) Lee (CN000)	Tsui (CN000)			
1						V Personal Details	
	Salutation *	Ma					-
	English Sumame *	Tsui	English Given Name *	<u></u>	English Name		
	Chinese Sumame		Chinese Given Name		Chinese Full Name	18	
	ID Card Information A	Hong Kong ID E	Macau ID		China ID		
	Passport Information *	Issue Country -	* Passoo	rt No.	Expiry Date	(m)	
	Date of Brith *		Place of Birth *	Hong Kong SAR	* Gender *	- *	1
	Nationality *	Hong Kong SAR	Marital Status *	Single	 No. of Child * 	0	
	Education *		Remarks for Others				
	Nature of Job *	Professional	Remarks for Others		1		
	Position		Marketing information Receive Channel		•		
- 6	At least one ID Card No. or Pa	assport No. is required to be provided.					
						Contact Details	
						Investment Advice	
						E Financial Status	
						Indicators	
						Client Zone Management	
1						I Bomarka	-
	Save Cancel						

3. Print Valuation Report

Click Search Client on the left side menu > Search > click Client Name > Account Number > View

Account No: AND	00001 A	ccount Status: Activ	e Account So	urce: Cold Call	•	Save		
lient(s)	1) -				2)			
	3)				4)			
Portfolio Se	rvicing Rights V	VDMS DPMS	CAM CIS					
Convoy Financia	I Service Limited							
		Consolidated Port	ormance Report					
Consolidated V	/aluation Report	Consolidated Fen	ormance report					
Consolidated V Policy Number	Plan Name	Plan Type	Principal Name	Status	Asset Market Valu	Valuation Date	Performance Repo	Valuation Report

Product Management

1. View Recently Updated Product Information

Click **Recently Updated** on the left side menu

			Policy Management	People Manager	ment Client Managemont	-	Product Management		
Category			Results						
New Products			Product Name	\$	Product Type	÷	Provider Name ©	Company	Action
Recently Updated			2						
Incentive			Vista 3 - Regular Top Up		Rider		Zurich International Life Limited	CFS	8
Search			SunDragon RMB Endowment Pl	an II	Life Insurance		Sun Life Hong Kong Limited	CFS	2
Product Name	[0	I'm Well		Life Insurance		Manulife (International) Limited	CFS	10
Internal Code Type		9	Crisis Fighter Plus		Life Insurance		ING Life Insurance Company (Bermuda)	CFS	6
Category		9	SZ Crisis Fighter Plus		Life insurance		ING Life Insurance Company (Bermuda)	CFS	
Provider	*	9			de la contra de la c		Limited	11.55	-
Effective From	1								
Effective To		0							
Action	Search Rese	et.							

2. Search and View Product Information Input Product Name/Product Code on the left side menu > Search

ategory			Results						
law Denducts			Product Name	\$	Product Type	÷.,	Provider Name ©	Company	Action
Recently Updated			2						
ncentive			Vista 3 - Regular Top Up		Rider		Zurich International Life Limited	CFS	10
earch		_	SunDragon RMB Endowment	Plan II	Life Insurance		Sun Life Hong Kong Limited	CFS	1
Product Name		9	I'm Well		Life Insurance		Manulife (International) Limited	OFS	1
Type	Ŧ	9	Crisis Fighter Plus		Life Insurance		ING Life Insurance Company (Bermuda) Limited	CFS	6
Category	۲	9	SZ Crisis Fighter Plus		Life Insurance		ING Life Insurance Company (Bermuda)	CFS	8
Provider	*	9	Contraction of the section		en faille an a de		Limited	17.5-5	-
Effective From		0							
Effective To		9							
Action	ch Reset	1							

Service Log

1. Search Service Log

Click Search Service Log on the left side menu > Input Keyword > Search

	Policy Management	People Managemer	nt Client Management	f Product Mar	sagement		
Search Service Los	Search Criteria						
Create ServiceLog	Service Log No	Pol	icy Number / Pfld		Initiator	L P	1
	Action	* Co	nsultant / Staff	P	Principal		
	Glient Last Name	Clie	ent Other Name		Company Name		
	Department	• Set	vice Subject	•	Status	-	
						Search	
						Transaction	-

2. Create New Service Log (Generate Template)

Click Create Service Log on the left side menu > select Department >



Select Service Subject > Create >

Search Service Log	Basic Info						
Create ServiceLog	Service Log No		Initiator		Status		,
	Action Party	*					
	Department	*	Service Subject	1			
				CAM Nominee Platform	Create	Cancel	
				CRM			_
				Others			

Reply >

					Management Pri					
Rearch Remine Log	Basic Info									
Create ServiceLog	Service Log No	20130218-0004	- 28	Initiator		St	atus			Ŧ
	Action Party	Stat	×.	Responsible Person		W	alting Until Date	ate		
	Department		•	Service Subject	CIAM Momine's Etation					
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	Disclaimer									
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	Date	Message			Up	dated By	Attachment	SMS Message		
				No item	s match your search					

Input Message > Add

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Add M	essage(Ref No. 20130218-00	004)			
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2. Create New Service Log (Policy Template)

Click **Create Service Log** on the left side menu > select **Department** (CS, FAD, DTD-Nominee, DTD-Direct Fund, CAM-DPMS)



Select Principal > Input Policy Number > Search > Create

	Policy Management	People Managem	ient Client Ma	nagement Produ	uct Management	
Search Service Log	Basic Info	2				
create ServiceLog	Service Log No		Initiator		Status	
	Action Party	•				
	Department	cs. 👻	Service Subject	Fund Switching	1	
	Principal	Zurich International Life *	Policy Number	123456	Search	
	Policy Information					
	Principal	Zurich International Life *	Product Type		Plan Name	
	Client Last Name		Client Other Name		Company Name	
	Client ID					
	Client Last Name		Client Other Name		Company Name	
	Client ID					
	Client Last Name		Client Other Name		Company Name	
	Client ID					
	Client Last Name		Client Other Name		Company Name	
	Client ID					
	Life Insured					
	Responsible Consultant	s)				
	Primary Consultant	PP0006	Secondary Consultant		P	

Reply >

wareh Sanuina Lon	Basic Info								
asta Sacrical on	Service Log No	20130307-0003	8	Initiator	PP0006, PP0006PP		Status		т
the service of	Action Party	Staff	Ψ.	Responsible Person	PP		Waiting Until Date		
	Department			Service Subject		Ψ			
								Print Close	Log
	Principal		onial Life 🔻	Policy Number			Pfid		
	Primary Consultant	tant(s)	P	Secondary Consultant		P			
	Disclaimer The dient's account in the client's account in disclosure of the data	formation is compiled formation to any third / 寄戶之戶口資料是根約	d by the data av party without the	ailable to Convoy from releve client's prescribed consen	ant service provider and t t. Convoy will not be resp	or designate onsible for a 参考之用 + A	d consultant's referen iny loss or claim arisin 主筆復復素旨約明編開會	ce only. You are prohibite ig out of loss/misuse/una t>mising and an areas	d to disclo uthorized
	任何第三者族露・康宏	理財將不會承擔任何由	自遗失/不當使用	味選損權下按實容戶資料所	间起之损失或索属。	# 3.6×10 0	Constant of Myraderse	CONT Extension and an and	ал-шда
	任何第三者委第・康宏 - Message / Attachmen	理財將不會承擔任何 H 1	自遗失/不當使用/	未選接權下統實容戶資料所	的至今日時日期1月1日 起之損失或素值。		AND A COMPANY AND A COMPANY	Route To Princip	н, С.Д. Н П (П
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Service Lo	1				and the second	and the second	
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Attach Fil	es						

FAQ

Q1: Input twice if new client submit 2 Client Data Form at the same time?

A: You just need to input once and you can load the information from the system.

Not Applicable	
From the portfolio as follows :	
	<u>Next>></u>
Submit Save Cancel	

Q2: How to retrieve the submitted request?

- A: You cannot retrieve the submitted request, but you can load information from the system
- Q3: How to create Top-Up and change payment frequency request in 1 request form?
- A: You have to create 2 request, 1 Top-Up request and 1 change payment frequency request.

Q4: How to reprint the request PDF?

A: You can reprint a request PDF in Outstanding Request > Monitoring List > Print

		Policy Management	People Manage			Product Management			
	Outstanding Request								
Home Outstanding Request	Inbox Monitoring List Draft Search								
Policy Search	SR Reference	Туре	BPD Clean Date	Sent to Principal	Convoy Received Poli	cy Client Received Policy	Commission Payment 0	Reprint	
BIT Search	20130305000035	New Business	2013/03/06					Print	
View Buckets	20130306000040	Top Up						Print	
	20130307000044	New Business	2013/03/07					Print	
	20130308000056	New Business						Print	
	20130308000057	New Business	2013/03/11					Print	

Q5: New System can be access outside Convoy office?

A: Yes, except WDMS.

Q6: New System support Smartphone, Tablet?

A: Officially support Internet Explore version 8.

Q7: Could PA able to help leader to create NB request (Client Data Form)?

A: Login user must be in the primary / secondary consultant field.

FAD – Commission or BV Related FAQ (Varicent)

**Any query, please raise in Service Log of FAD.

- Q1: There is a case that I am the supporting coordinator, when could I entitle the BV?
- A: In Varicent, BV will be counted to the supporting co-ordinator once the case is submitted & created in the system. BV report (for probation/promotion checking) will also reflect the same.
- Q2: There is a case that I am the supporting coordinator, could I entitle the commission?
- A: As when the case is submitted, the supporting coordinator did not have related license & did not involve in any selling activity, therefore, cannot entitle any commission. This is in compliance to the legal requirement. The situation remains the same even though you may have related license subsequently.

Q3: What is Supporting Coordinator Charges?

A: Supporting coordinator (SC) charge represents the trainee allowance of the SC. If the BV of an SC case submitted (including new business, top-up or re-instate transactions) falls within the package BV of the SC, then SC charges will be deducted by the system accordingly.

In normal circumstances, SC charge is equal to BV x package rate of the supporting coordinator, subject to the maximum deductions (for all cases in total for the same supporting coordinator) not exceeding his/her total package salary amount (which includes trainee allowance, special allowance, and bonus upon completion of probation (if any), etc.)

As a result, the recruiter will receive the amount equivalent to the override commission thru Varicent.

However, if the BV is not filled in the package BV of the SC, then SC charges will not be applied.

For Reduce or Clawback transactions, SC charges will be refunded by system automatically (based on pro-rata basis of each transaction).

Q4: If the supporting coordinator is commission based, is there any supporting coordinator charge to deduct from the recruiter?

A: If the trainee is not allowance based, SC charge will not be applied.

Q5: Why my commission rate drops suddenly?

A: Commission rate of a case drops usually due to BV of the newly submitted case is required to fill your BV Leakage (BVL).

Please note that BVL may be created by reduce / clawback case(s) or due to transfer of BV from you to the supporting coordinator (SC) for the SC cases submitted previously in ComMon.

BVL need to be filled up by the bucket filling mechanism from the lower commission rate to the higher commission rate. Therefore, new coming case should be paid as lower commission rate until BVL is fully filled up.

Upon system migration, all outstanding BV transfer cases will be automatically be treated as transferred, i.e. BV for the related case will be transferred from the recruiter to the SC accordingly in Varicent.