Problem Reporting

The Problem Management System is designed to facilitate the resolution of issues between the agency, the insurance provider and CGI.

To access this function from the main menu, select Problem Reporting.

The Problems & Suggestions Page displays.

Suggestions

If what you want to tell us is really more of a suggestion or a request for an enhancement, please use our Suggestion Box.

You can submit a suggestion directly to your insurance carrier and it will be handled in much the same as a New Problem except for the fact that there is no level of urgency.

Enter your suggestion in the text box and click on submit when finish. To erase the entire text, just click Clear.
New Problems

When you submit a New Problem to your insurance carrier, they are immediately notified. The status of the problem is then changed to Acknowledged by Company, once they have read it.

If the insurance carrier decides that they need more info from you regarding a problem, your main menu's link to 'Problem Reporting' will show a colorful flashing ball which signifies that there is a problem for you to review that demands immediate attention.

Please provide as much information as possible, specifying other information that cannot be expressed in the drop down lists.

A problem may be submitted as an Urgent one by choosing this option. This option signifies to us that you have a policy that cannot be processed due to some problem you are experiencing and it demands immediate attention by us.

All messages are, by default, Normal Urgency.

Review Problems

This option provides a comprehensive list of all problems and suggestions, which were submitted by you.

When you submit a problem or suggestion, you then see it in the list, showing the current status of the issue.

You may sort this list by clicking on the title of the column.

Show Archive

This option provides a way for you to view all your Archived problems and suggestions which 60 days ago were either closed or rolled into production.

CGI controls what goes in the Archive.