

Amending stamp in a firm order when stamp is disabled

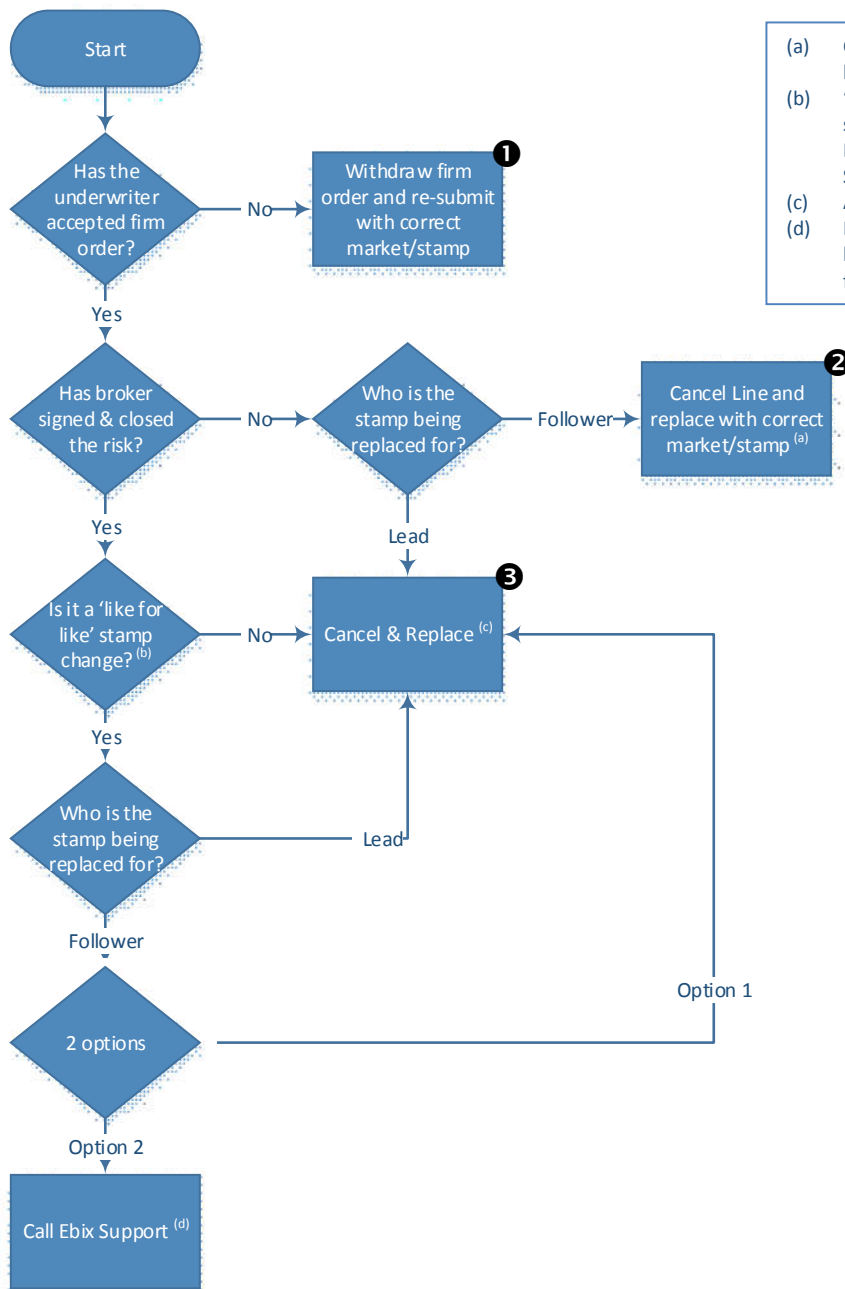
Guidelines

Question

How can I amend the stamp on an already submitted firm order after one of the stamps was disabled following a merger/acquisition?

Answer

Follow the decision tree to determine the best approach:



- (a) Carrier acceptance is required for the line being cancelled
- (b) "Like for like" means "syndicate to syndicate", "LIC to LIC" or "LIRMA to LIRMA", etc. (for avoidance of doubt Syndicate to LIC is not a like for like)
- (c) All markets have to re-agree
- (d) Ebix will change the stamp but there won't be an audit trail. The Stamp change functionality is due to be released in 2020.

1 Withdraw firm order and re-submit with correct market/stamp

Firm Order
Reference: B7890CL210120D Description: L1TEST4
In Progress
Proposed Lead: No Lead On Risk

Underwriter	Proposed	Written	Calculated	Signed	< Most Recent On Left
Kodak Underwriters Ltd	50%			Firm Order	
Olympus Insurance Ltd	50%			Firm Order	
Total	100%				

Actions
Add / Remove Underwriters
Copy
Withdraw Firm Order
Email/Print Contract
New Endorsement

Please refer to the **Functional User Guide for Brokers**:

- Section 4.8.8 [Withdraw Firm Order](#) for more information on how to withdraw a firm order;
- Section 4.8.1 [Adding Underwriters](#) for more information on how to add the replacement stamp.

2 Cancel Line and replace with correct market/stamp

3 Cancel & Replace

Firm Order
Reference: B7890CL210120D Description: L1TEST4
Needs Attention
Proposed Lead: No Lead On Risk

Underwriter	Proposed	Written	Calculated	Signed	< Most Recent On Left
Kodak Underwriters Ltd	50%	50%		Confirmation of Order	Firm Order
Olympus Insurance Ltd	50%	50%		Confirmation of Order	Firm Order
Total	100%	100%			

Actions
Add / Remove Underwriters
Copy
Calculate Lines
Sign and Close
Review Bound Lines
Email/Print Contract
New Endorsement
Corrections
Information
2 Cancel Line
Cancel Placement
3 Cancel & Replace

Please refer to the **Functional User Guide for Brokers**:

- Section 4.7.2.1 [Cancel Line](#) for more information on how to cancel a line;
- Section 4.7.3 [Cancel & Replace](#) for more information on how to Cancel & Replace a risk.

Please always contact Ebix Support for assistance:

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UK Time except UK Bank Holidays