

## Task Organizer - Service FINA (Final Cancellation)

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- Marble Box will Open FINA activity to Cancellations Manager.
  - FINA activity will appear on your activity home page.
- The FINA activity has a further action that will create the Final Cancellation Letter at 4:55pm, the day the activity is created. (Activity follow-up date is automatically moved to next day)
- If policy has been reinstated do not mail letter. Note and Close Activity Successful.
  - Note should read “Letter not Mailed – Policy Reinstated”
- If policy is truly cancelling letter should be printed and mailed to the client.
  - Click FINA activity - Access – Attachments – open “Final Cancellation Letter” attachment – print.
- Once the letter has been mailed, please note, and close the FINA activity unsuccessful and choose reason.
  - Note should read “Letter Mailed”