

Client Portal: How to Process a Policy Cancellation Request



This guide walks you through the steps to generate an Evidence of Insurance document, review account property details, and submit an official policy cancellation request. Follow these instructions to ensure all necessary information is captured and the cancellation process is completed correctly within the dashboard.

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To request a cancellation, navigate to the My Location section of the portal. Locate the "In Force" policy you would like to be cancelled.

If you do not see the property on the initial screen, click the hyperlink in the lower left corner of the widget.

› [My Accounts - Add a Location, Review Contact Information, and Review Invoices.](#)

› [My Locations - Request an Endorsement and Cancellation](#)

Active Location Policies

Policy Number	Account	Status	Street1	Street2	City	State	Postal Code
25-000-0002		Renewed			PHILADELPHIA	Pennsylvania	
25-000-0003		Renewed			PHILADELPHIA	Pennsylvania	
25-000-0004		Renewed			PHILADELPHIA	Pennsylvania	
25-000-0005		Renewed			PHILADELPHIA	Pennsylvania	
25-000-0006		Renewed			PHILADELPHIA	Pennsylvania	
25-000-0007		Renewed			PHILADELPHIA	Pennsylvania	
25-000-0008		Renewed			PHILADELPHIA	Pennsylvania	
26-000-0001		In Force			Philadelphia	Pennsylvania	
26-000-0002		In Force			PHILADELPHIA	Pennsylvania	
26-000-0003		In Force			PHILADELPHIA	Pennsylvania	

1 to 10 of 15

Inactive Location Policies

Policy Number	Account	Status	Street1	Street2	City	State	Postal Code	Cancellation Date	Effective Date	Expiry Date
0 to 0 of 0										

Expiring Location Policies

Policy Number	Account
0 to 0 of 0	



Tip!

- Policy Status.
 - In Force = Currently Active
 - Cancelled = Not Active
 - Renewed = Expired
 - Issued = Future Effective Date

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Click "Request a Cancellation" under the Self-Service Options section

Return to Dashboard
26-000 - 0001 - Generate EDI Create Endorsement

You will be asked to choose one of two change types:
- Endorsement: Use this if you need to make a change that may affect what you pay, such as updating your coverage amount or adding coverage.
- Non-Premium Bearing Endorsement: Use this if you only need to update Lender or Property Manager information. This won't affect your bill.
If the 'Create Endorsement' button is not available, please contact your Client Service Associate (CSA) or our Client Service Team at 888-741-8454 - Option 3 for more information.

Account Details

Account:
Account Number: NBEIG00C
Billing Account:
To make a payment, click the billing account name above.
Client Service Advisor (CSA) Jonathan:
Client Service Advisor (CSA) Work Phone: (816) 398-
Client Service Advisor (CSA) Email: @mieg.com
Inception Date: 06/18/2021

Location Information

Location Number	Billing Account	Street3	City	State	Postal Code	Annual Cost	Monthly Cost
OC-000001			Philadelphia	PA		264.66	22.05
1 RECORDS						264.66	22.05

▼ Self-Service Options: Request a Cancellation

Request a Cancellation: Request a Cancellation

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Complete the required information such as reason for cancellation, cancellation date, requestor information.

Cancellation Reasons:

- Sold
- Never Purchased
- Change Agent - Coverage Concerns
- Change Agent - Cost
- Change Agent - Service
- Change Agent - Other

Check the "Cancellation Request Acknowledgement" to confirm understanding of cancellation terms and premiums.

Select "Save Changes" to complete the request

PRISCATECH

Return to Dashboard

Cancellation Request

Account: [Field]

Category: Policy Review

Description: * Cancellation Request

Cancellation Reason: * Sold Property

Additional Information: * Sold on 6/30

Cancellation Effective Date: 06/30/2026

Requestor Information: * John Test

Cancellation Request Acknowledgement: * I acknowledge that submitting this request will begin the cancellation process and I am requesting to terminate my coverage. I understand that I will not receive a refund for the months of coverage my cancellation date falls within.

Save Changes Cancel

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Once submitted, you will receive a confirmation. A request will be sent to you CSA to complete the process.

You will receive an Notice of Cancellation (NOC) once completed.

Click "Return to Dashboard" to make any additional requests.

PRISCATECH

Return to Dashboard

28-000 0001 Shera Haland

Cancellation Request:

✓ Cancellation Requested. Your CSA will review and reach out with any questions.

Account: [Field]

Description: Cancellation Request

Cancellation Reason: Sold Property

Additional Information: Sold on 6/30

Cancellation Effective Date: 06/30/2026

Requestor Information: John Test