




# Timeline

## Effective May 1, 2024





### Timeline, March 2024

- March 1 – Notice of Upcoming Rate Change
- March 6 – Rate Information Session 1
- March 7 – Rate Information Session 2
- March 14 – Rate Information Materials Released

### Key Dates, April 2024

-  • April 10 – 1st Reminder Notice of Last Day for Set-Up Changes
- April 16 – Final Reminder Notice of Last Day for Set-Up Changes
-  • April 19 – Last Day to Submit Set-Up Changes
-  • New Rates Effective May 1st, 2024

### April 2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31	1	2	3	4	5	6
7	8	9	10  1st Reminder: Last Day for Set-Up Changes is 4/19	11	12	13
14	15	16  Final Reminder: Last Day for Set-Up Changes is 4/19	17	18	19  Last Day to Submit Set-Up Changes	20
21	22	23	24	25	26	27
28	29	30	1  New Rates Effective May 1	2	3	4

# Century Products

## Escalation Process, Post May 1st

### Escalation Process

Send email to [Centuryadmin@centuryservicecorp.com](mailto:Centuryadmin@centuryservicecorp.com)

**Email Subject Line:** Rate Error

**Email Body:**

- Dealership Name:
- Sample Deal #:
- VIN:
- Mileage:
- Term:
- Coverage:
- Deductible:
- Screenshots of the error:

The screenshot shows an email composition interface. At the top left is a blue 'Send' button with a dropdown arrow. To the right are icons for help, a dropdown arrow, trash, and attachments. The 'To' field contains 'Centuryadmin@centuryservicecorp.com' with a 'Bcc' label on the right. The 'Cc' field is empty. The subject line is 'Rate Error'. The body contains a bulleted list of required information: Dealership Name, Sample Deal #, VIN, Mileage, Term, Coverage, Deductible, and Screenshots of the error.

**Centuryadmin email box will be monitored by the Century Administration team  
M-F 8AM – 8PM MST with Leadership support.**