

LibertyLink

Frequently asked questions

From Monday 29 May 2023, our SME mid-market Professional Indemnity offering (PI) will move to a new platform named LibertyLink. It will be used for PI new business and renewals.

What is LibertyLink?

We've leveraged our global technology. LibertyLink is based on our award-winning platform named 'Rulebook', first developed by our London operation.

Why are we moving the product offering to a new platform?

It's more efficient. LibertyLink's new, user-friendly graphical interface can be customised based on your requirements, including the ability to view all linked policies and renewals.

LibertyLink has new capabilities including real-time, dynamically updated premium calculations with multi-currency that can be viewed during the quotation phase. It delivers faster processing with fewer questions and less steps to follow, providing a more user-friendly experience.

How will this impact brokers being migrated to the new platform?

There will be a data migration of PI transactions from OQS to LibertyLink:

- ▶ from 5:00pm Tuesday 23 May to Friday 26 May, inclusive. During this time, you will be unable to write PI. If you do need to transact in this time, reach out to your Liberty underwriter who will assist.
- ▶ From 29 May, you must log into LibertyLink to transact PI.

Do I still have access to OQS and, if so, when should I use it?

Yes - please continue to access OQS for the following products: IT Liability, Horticulture and Commercial Structural Defects (CSD). You can also still access OQS for other products you write outside of PI.

You can also go to OQS to view historical documentation, including PI policies, file notes and proposals previously submitted.

How do I access LibertyLink?

LibertyLink can be accessed through www.libertylinkap.com. On 26 May, you will be sent a welcome email prompting you to finish setting up your account by resetting your password.

The email address to look out for is: APAC_LibertyLinkSupport@libertyglobalgroup.com

If you can't find this email, check your Junk folder first, and if you haven't received it please email APAC_LibertyLinkSupport@libertyglobalgroup.com and the team will assist you.

What will happen to my current PI submissions in OQS once I start using LibertyLink?

All quoted and bound PI transactions have been migrated from OQS to LibertyLink. This excludes lapsed, declined, expired, and cancelled submissions.

Quotes and bound policies will be migrated to LibertyLink.

Submissions will be lapsed or quoted in OQS prior to the migration. This process will be carried out by our underwriters prior to go-live on Monday, 29 May.

What will happen to renewal notices? Will they be migrated from OQS to LibertyLink?

Yes - renewal notices will be migrated to LibertyLink. There may be some policies migrated from OQS that will result in an additional renewal notice being sent, however this will be rare and is simply a double-up, having minimal impact on brokers.

In LibertyLink, a renewal submission will automatically be created 60 days prior to expiry. This will differ from the current process in OQS of having to go into the previous years' policy and clicking 'Renew'.

Policies and renewals will be automatically linked to the brokerage in LibertyLink, so other brokers from the same brokerage can also view them.

Plus, the user-friendly homepage can be customised to view all linked policies and renewals.

How do I complete a mid-term adjustment (MTA), endorsement or limit change?

If you require an endorsement, MTA or limit change, please contact your [Liberty underwriter](#) who will update the policy and send it to you.

How do I reassign a policy to a new broker within my team?

Step-by-step instructions on this process are contained within the user manual. You can also reach out to your [Liberty underwriter](#) who will assist you.

Where can I find more information about LibertyLink?

More information can be found on the [LibertyLink portal](#). You can also reach out to your [Liberty underwriter](#) who will assist you. The resources available to you include a user guide, this FAQ, and a demonstration of the new portal.

Where do I go for more support if I have additional questions?

Please contact your [Liberty underwriter](#) who will be able to assist with questions or escalate issues.

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We're part of the global Liberty Mutual Group, a Fortune 100 company that's been in business since 1912 with a Standard & Poor's 'A' (strong) rating.

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