Updates to our CSIO eDocs

In December, Gore Mutual adopted CSIO standards to enhance broker integration. As the next stage in our CSIO implementation, we are adopting the latest CSIO eDocs standards and will be providing liability certificates as standalone eDocs.

What's changing?

Effective March 8, we are introducing five new standalone documents to eDocs. These documents will no longer be included in the policy package for eDoc/archive purposes but will still be printed as part of the physical policy package. This means that liability certificates for auto policies will now be provided as standalone eDocs, rather than being included in the same PDF as the declaration and in other policy inserts.

The new liability certificate documents and their attachment codes are detailed in this comprehensive guide.

What to expect?

In GWPC, you will start seeing the liability certificates as standalone documents on the Documents page. This change will only apply to transactions from the deployment date forward. Existing documents that have already been generated will not be modified.

The implementation is designed to be seamless, but brokers are encouraged to verify that their systems recognize the updated codes after **March 8**.

If you encounter any technical issues, please contact goresupport@goremutual.ca.

Together, we are paving the way for a more automated, efficient future in insurance.