

SureLC User Experience

Brand Update FAQ | SuranceBay Rebrand



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What Work Stays. What's Possible Grows.

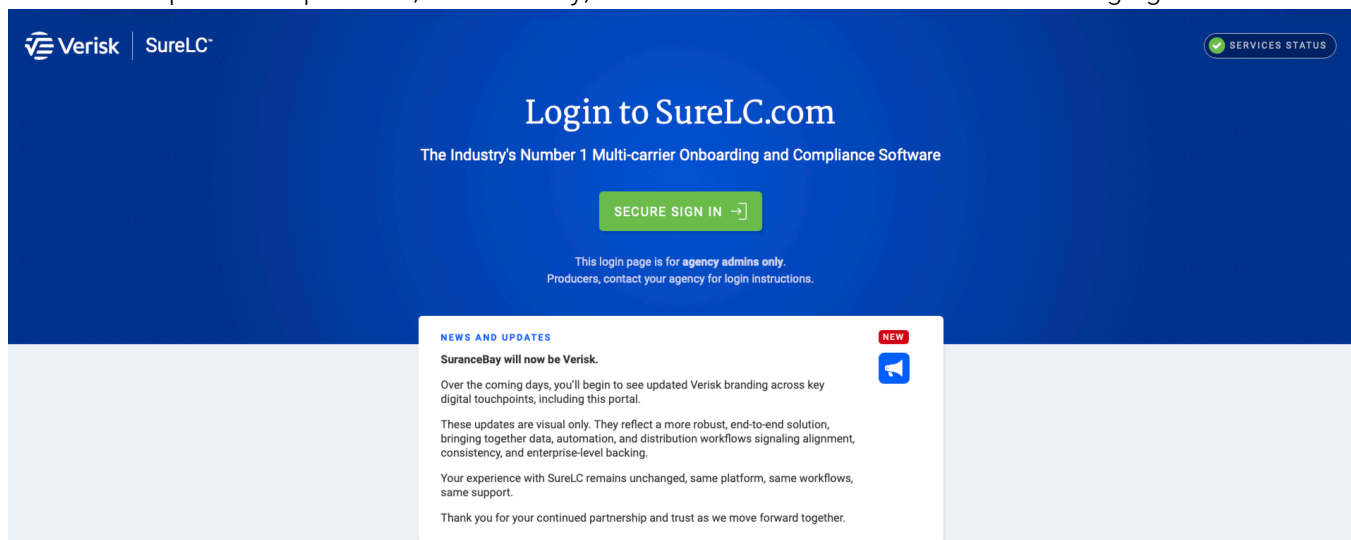
As part of the SuranceBay rebrand, SureLC is receiving a visual refresh to align with the Verisk brand, an updated logo, new colors, and a new dark mode option. Under the hood, the platform, core workflows, onboarding, contracting, licensing, compliance, and support experience that clients rely on today are not changing.

This FAQ answers the most common questions clients may have about the update.

Overview

Q: What is changing in SureLC?

A: As part of the SuranceBay rebrand, SureLC is receiving a visual refresh aligned to the Verisk brand. This includes an updated Verisk logo, a new color palette that matches the Verisk style guide, and a new dark mode option. The platform, functionality, and workflows themselves are not changing.



Q: Why are these changes being made?

A: These updates align SureLC with the Verisk brand and reflect the continued integration of SuranceBay into Verisk Life Solutions. While today's update is primarily visual, it also represents Verisk's long-term investment in the platform and commitment to future innovation, automation, and expanded capabilities.

Q: When will the updated experience be available?

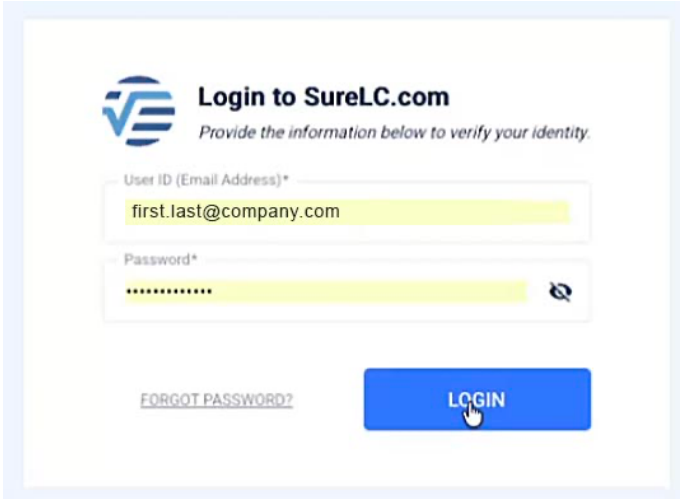
A: The update will be released after UX testing is complete.



What You Will Notice

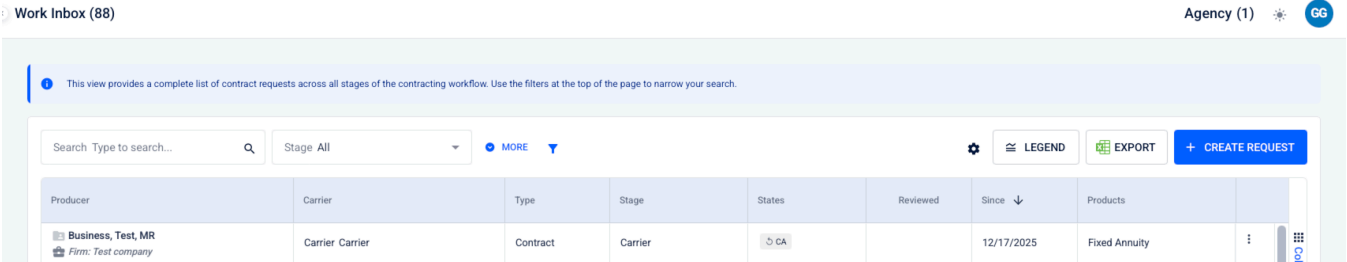
Q: What will look different when I log in?

A: You will see the new Verisk logo (the Verisk “V”), updated colors that match the Verisk style guide, and the option to switch to dark mode directly from the login screen. SureLC will remember your preferred mode (light or dark) for future logins. The layout has been lightly cleaned up but remains familiar.



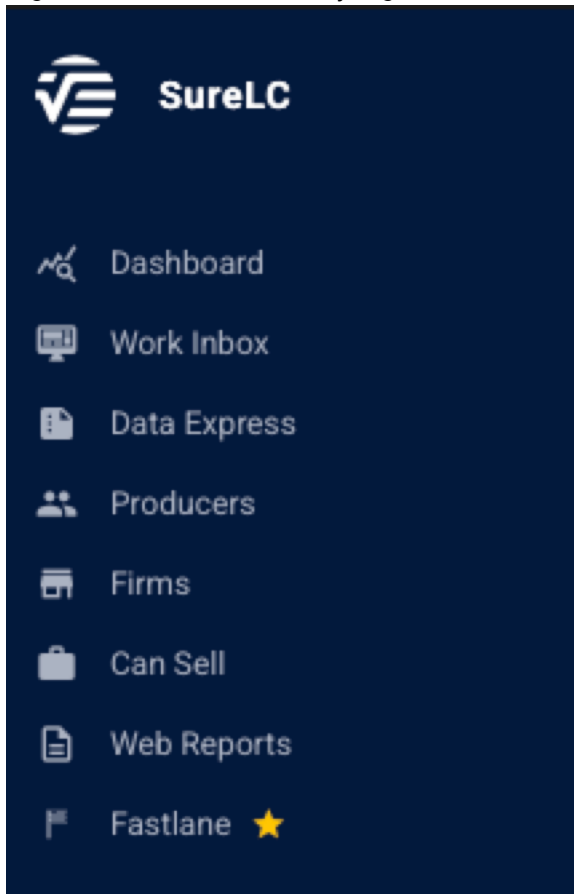
Q: What changes have been made to the SureLC Work Inbox?

A: No functional changes have been made to the Work Inbox. The updates are visual only, primarily new colors and branding.



Q: What changes have been made to the navigation or header area?

A: The overall layout of the navigation and menu stays the same. The visible updates are limited to the logo, colors, and button styling.



Q: Are any buttons, menus, labels, or links changing?

A: No. Buttons, menus, labels, and links are not changing. Only their color and visual styling are being updated functionality remains the same.

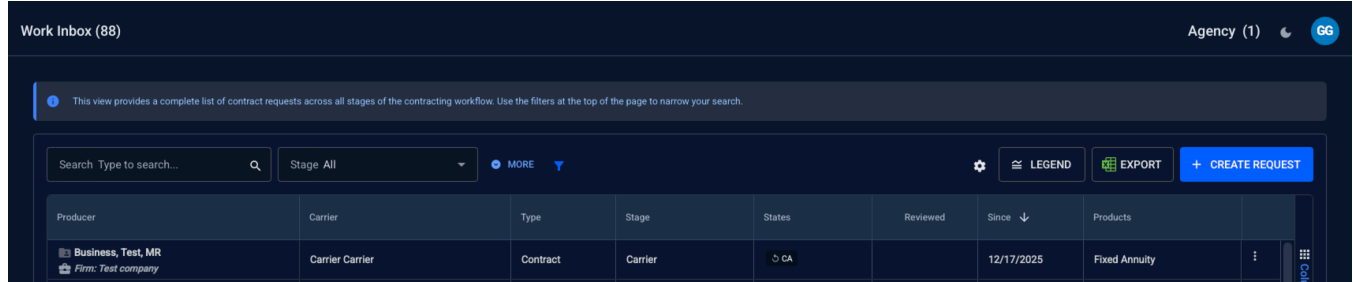
Q: Will system messages, notifications, or emails look different?

A: Not at this time. System and support emails will continue to display the current SuranceBay branding for now. Updates to email templates and banners will be addressed as part of a later phase of the rebrand.

Q: What is Dark Mode?

A: A key addition in this update is a new dark mode. You can switch to dark mode directly from the login screen, and SureLC will remember your preference for future sessions. This was added in response to

how many users already prefer a dark viewing experience across their applications.



What Is Staying the Same

Q: Will my login credentials change?

A: No. Your login credentials remain the same.

Q: Will my saved data, records, and account settings remain unchanged?

A: Yes. All saved data, records, and account settings remain intact and unchanged.

Q: Are any SureLC workflows changing?

A: No. All existing SureLC workflows remain the same.

Q: Will licensing, contracting, onboarding, or compliance processes be affected?

A: No. These processes are not affected and continue to work exactly as they do today.

Q: Will integrations, carrier connections, or data feeds be affected?

A: No. Integrations, carrier connections, and data feeds are not affected.

Q: Will my user permissions or access change?

A: No. User permissions and access levels remain unchanged.

Additional Client Questions

Q: Do I need to take any action before or after the update?

A: No. No action is required on your part before or after the update.

Q: Do I need training to use the updated experience?

A: No. No training is required. This is a visual update only. Additional training resources may be offered in the future if any functional changes are introduced down the line.

Q: Will there be any downtime during the update?

A: No. The update will roll out seamlessly with no downtime.

Q: Will the SureLC URL or my existing bookmarks change?

A: No. The SureLC URL and your existing bookmarks will continue to work as they do today.

Q: Who should I contact if I have questions or experience an issue?

A: Please continue to reach out to SureLC support at the current support email address, support@surancebay.com. Support contacts and channels remain the same.