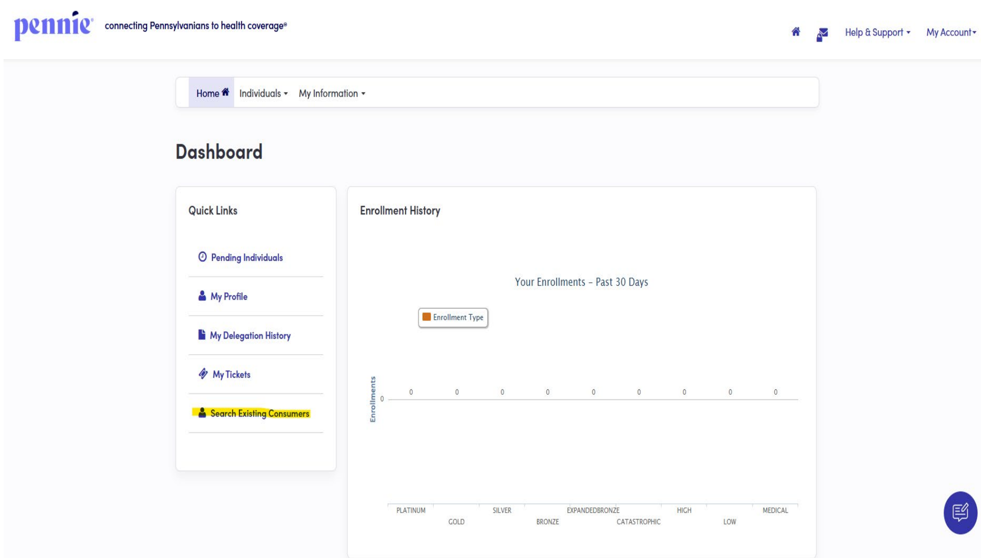
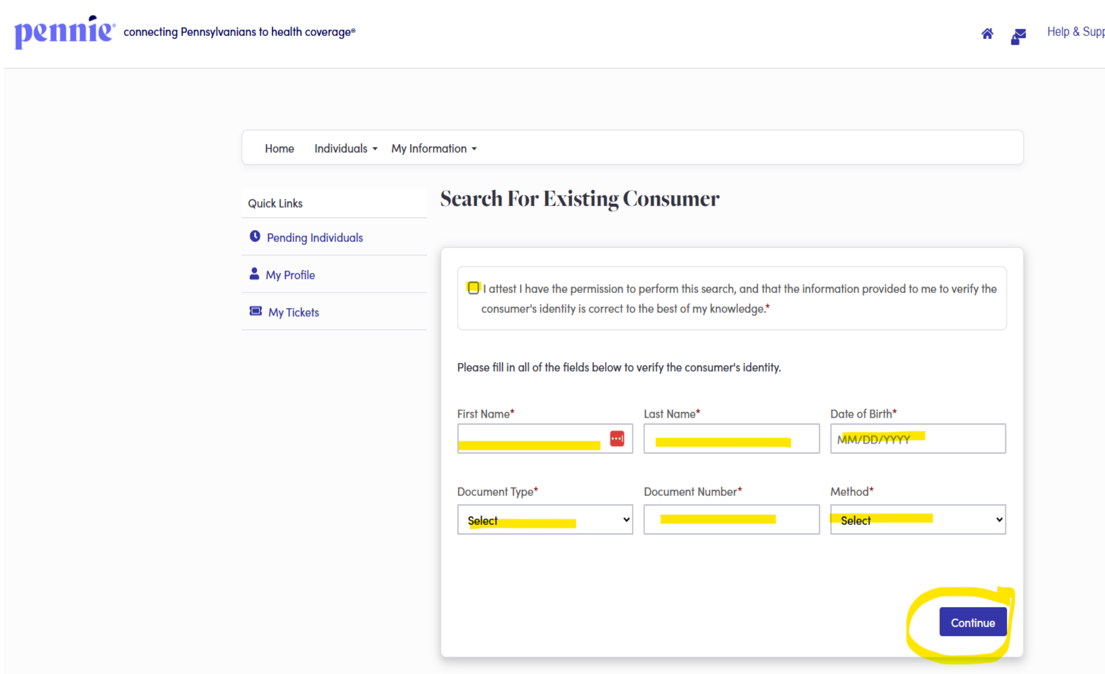
Locate existing consumer Pennie account

1. Always check for existing Pennie account for a client prior to entering new customer to avoid created duplicate accounts!
2. Log in to your Pennie Broker account.
3. From your Dashboard, on the left menu bar, click on "Search Existing Consumers".



4. Enter all fields in this screen that are marked with a red asterisk and click the attest box to acknowledge that you have permission to use the consumers information to locate and claim their account. Click Continue:



5. If the consumer does **not** already have an account you will receive a messages that states “No match found” and you will also see the option to click “Start new Application”.
6. If the customer is found, then go through the process of delegating yourself as their agent before moving forward in assisting with their Pennie needs.