Why am I getting an agency error when generating a quote?

Last Modified on 08/05/2024 9:39 am BST

When running a quote in Synaptic Webline, an agency error indicates the system is unable to identify your agency or your agency is not recognised. You will need to ensure your agency is correct.

Please see video Agency Codes or instructions below:

Log into your Webline account. Navigate to Settings> Agency codes:

🚮 Guote Apply Track	Documents Users Settings Agents Info		Synaptic Website Log off
Settings			
Vender Account Provider Panel Compliance Text	Vendor account Account details Edit your account Agency codes Heigh text	Account options Subagent Options System Options B2: Quote Form Quote Form	

Select Edit next to the provider and enter the agency code. Once done, Save.

SYNAPTIC WEBLINE	Webline launches a multi benefit comp	new powerful arison service iontact Synaptic on 0800 783 -	Compare multi benefit products apply online through Webline 6477 or sales@symaptic.co.	80		Bynainte Westman Admin Nicioni Hudeman Thu 2 Jun 2016, 18:10
🚮 🛛 Guote Apply Track Documents Users Settings	Agents Info					Spraptic Website Log off
		Agency Co	des			A
The agency codes entered for this account are shown below. These numbers are stamped onto any proposal form readed by Webline, and used Some providers will assign you with an Overnole FRAX number which is used to iden information observa in the Overnole FRAX insurements.						
Prov	vider Name	Non Indomnity Code	Indemnity Code	Override FRN		
Aegon	NA			799100	648	
AG	NA FRN. OFRN. PC			799100 796100	Eak	
Ana H Aria H Beage Bitian Constr Constr Filmon Filmon	Health NA Issurance NA Street NA Priendly NA Is Life NA eater Friendly Society NA		Unknown 300MD			Select Edit for each provider and enter the agency codes. Select Save

This should resolve your agency error. If you are still having an issue, please contact the provider direct to check agency details.

If you receive a general error to contact the provider to obtain a quote, it may be the quote is outside of their standard parameters or additional information is required to provide a quote.

For more information regarding agency codes and errors in Webline, see the below:

I get a warning message 'no response' on Webline - Why is this?

Why do I get 'Agency number mismatch' on Webline?

Agency Codes