

A guide to Envoy's Price Freezing feature.

Envoy's Price Freezing feature lets you 'freeze' your IP annuity and renewal quotes for up to 120 days.

Freezing a price means that your renewal quote won't be affected by currency fluctuations, or changes to Envoy's supplier fees.



What does Price Freezing do?

When you generate a quote for an IP annuity or renewal, you can choose to 'freeze' your quote for up to 120 days. This means that the price Envoy has quoted will stay fixed, regardless of fluctuations in exchange rates - or even if Envoy's own suppliers change their fees.

How does Price Freezing work?

You can freeze a price at the same time as you generate a quote. Alternatively you can save your quote and freeze the price later. However, once you freeze a price, the action cannot be undone.

Once you have chosen to freeze a price, the case is locked. This means that you can't edit its details or undo the freeze. If you need to edit the details of a frozen case, you can contact the Envoy service team.

When can Price Freezing be used?

You can freeze a price for up to 120 days, provided that:

- the renewal is not within 7 days of its due date;
- the renewal is not overdue;
- the price is not already frozen.

If you freeze a price less than 120 days from the renewal due date, the price will 'unfreeze' 7 days before the renewal is due to be paid, and therefore may change.

After 120 days your price will unfreeze. You can re-freeze a price (subject to the conditions stated) however it is likely that the price will have changed.

The only thing that could affect a frozen price is a change to the official fee; however Envoy will always make customers aware of official fee changes well in advance.

The benefits of Price Freezing

- ✓ **More accurate forecasting:** price freezing makes it easier to accurately project future annuity and renewal costs.
- ✓ **Accurate client quoting:** provide annuity or renewal quotes for your clients, knowing that frozen prices won't change.
- ✓ **Cost certainty:** you can be certain what you are paying and your fees will not be affected by currency inflation or exchange rate fluctuations.

Next steps

The Price Freezing feature comes as standard with an Envoy Pro account. If you haven't used the feature already, why not give it a try the next time you generate a quote? If you're not an Envoy customer, you can experience generating quotes and freezing prices with a trial account. There is no charge and no obligation so there's really nothing to lose. To request a trial account you can email enquiries@envoyrenewals.com, or call Envoy on +44 (0)141 241 6250.

If you have any questions about our Price Freezing feature, please contact:

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