

**Subject line:** ACTION REQUIRED: Changes required to maintain connectivity to LexisNexis® Insurance Solutions Portals by March 31, 2023

Dear Valued LexisNexis Risk Solutions Customer,

Beginning Q4 2022, LexisNexis Risk Solutions will be migrating the LexisNexis® Insurance Solutions portal URLs to a new address. You are receiving this message because your organization uses the LexisNexis Insurance Solutions portals for ordering or accessing LexisNexis Risk Solutions products. This portal domain name change is a part of the process of moving LexisNexis Risk Solutions to the cloud.

### What is changing?

- The Insurance Solutions portal domain names will change from lexisnexis.com to lexisnexis**risk**.com.
- A full listing of Insurance Solutions portals impacted can be found in the Appendix section.

You may have received a prior notification regarding changes needed to maintain connectivity for system-to-system transactions. This notice is specific to changes needed for the Insurance Solutions portals.

### Why is this happening?

This past March, we announced our plans to move our products and applications to the cloud over the next three years. Moving to the cloud is an exciting modernization investment in our infrastructure to better serve our customers. This change improves the availability, stability, security and performance of our solutions.

### Who does this impact?

- Customers ordering or accessing products using LexisNexis Insurance Solutions portals

### When will this happen?

You will need to update the URLs used to access production portal environments before **March 31, 2023**.

- **Production Availability:** Production environment will be available on **January 9, 2023**.

### What action do I need to take?

#### 1. Step 1

**Note:** Work with your IT/Network contact to complete these connectivity changes, if needed

If you use **IP firewalls and/or allow lists**, locate where you have those existing rules in place and **add** these additional IP ranges. Do not remove any existing IPs for LexisNexis Risk Solutions.

- Subnet IPv4 – 198.62.62.0/23
- Subnet IPv4 – 69.84.182.0/23
- Subnet IPv6 – 2620:100:403e::/47

Once the above change is made, verify connectivity to the new IP addresses using ping, telnet, netcat or another commonly available tool/command.

#### 2. Step 2

Each Cloud Journey message will have a unique identifier to help our support services better serve you. If you reach out with questions, you may be asked for this identifier: CLIN12.

There is likely a change in the URL to access the application; refer to the Appendix for the new URL and use it. Also update any bookmarks to reflect this change.

### 3. Step 3

There will be no change in your credentials, so continue the use of your existing User ID and Password to access the application.

#### What is the expected impact?

The change impacts connectivity only and will not affect the data product. However, if you do not make the required changes in Production before **March 31, 2023**, you will not be able to connect to the portals.

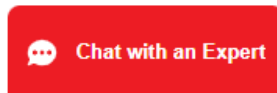
#### Who do I contact if I have questions or issues?

If you have any questions, please contact Insurance Solutions Portal Support team by either email or chat:

**Email:** [insurancesolutionssupport@lexisnexisrisk.com](mailto:insurancesolutionssupport@lexisnexisrisk.com)

**Chat:** Access the link: <https://lnrs.force.com/CustomerSupportHub/s/contactsupport/quote-underwriting-customer->

[support](#) and then click the chat icon



## Appendix

| <b>Portal</b>   | <b>Current Production URL</b>            | <b>New Production URL</b>                  |
|---|--|--|
| Insurance Solutions Portal (Quote and Underwriting Portal)            | uw.insurancesolutions.lexisnexis.com     | uw.insurancesolutions.lexisnexisrisk.com   |
| Insurance Login Application (IDS Login Portal)                        | insurancesolutions.lexisnexis.com        | login.lexisnexisrisk.com                   |
| Claims & Police Reports Portal (CLRP)                                 | clrp.insurancesolutions.lexisnexis.com   | clrp.insurancesolutions.lexisnexisrisk.com |
| LexisNexis® Insurance Market Insights                                 | mi.insurancesolutions.lexisnexisrisk.com | No change                                  |
| LexisNexis® Automobile Liability Insurance Reporting System (ALIRtS®) | alirts.lexisnexisrisk.com                | No change                                  |
| LexisNexis® Financial Institution Reporting System (FIRSt)            | first.lexisnexisrisk.com                 | No change                                  |
| Customer Test Data Query Tool   | customertestdata.lexisnexisrisk.com      | No change                                  |

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