

# MEMORANDUM OF UNDERSTANDING (MOU) FREQUENTLY ASKED QUESTIONS

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## How do I request an MOU form?

Login to your Agent portal and complete the request account information MOU link, located on the home screen under the quick actions section.

## How do I submit my MOU form?

Login to your Agent portal and complete the request account information MOU link, located on the home screen under the quick actions section.

## Will I need to add my existing clients via the MOU once approved?

You do not need to add existing clients via the MOU process if SCDEW already has an approved written authorization form on file.

## Will I need to submit a written authorization for my clients when adding them via the MOU?

No, you do not need to submit a written authorization for your clients when adding them via the MOU. However, per the MOU agreement you are to maintain a signed copy of the written authorization for your records. SCDEW may request a signed copy of the written authorization at any time.

## Is there a bulk upload option for adding clients via the MOU in the Agent portal?

No, currently there is not an option for adding clients in a bulk upload. Clients will need to be added individually.

## Is there a bulk upload option for removing clients via the MOU in the Agent portal?

No, currently there is not an option for removing clients in a bulk upload. Clients will need to be removed individually.

## Will I be granted immediate access to my client's account when adding a client via the MOU?

Yes, you will have immediate access to your client's account.

## Can an Agent terminate their MOU?

Yes, termination of access must be submitted to DEW, in writing, 30 calendars prior to the effective date of termination. See Section F (Termination) on Memorandum of Understanding.