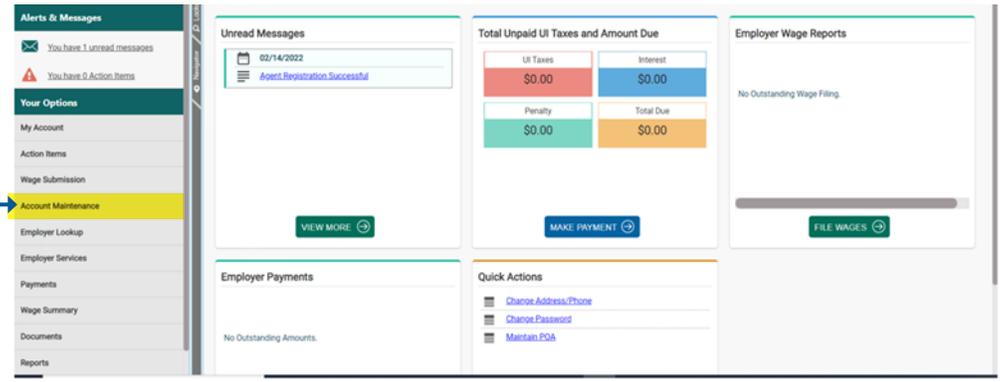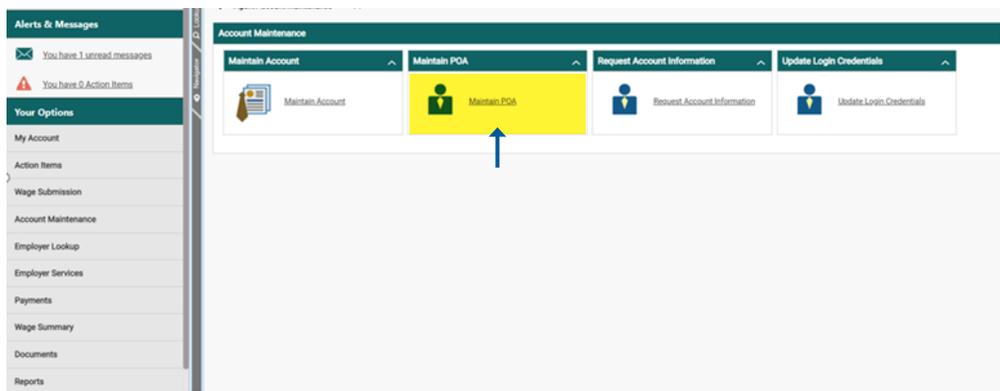# MEMORANDUM OF UNDERSTANDING (MOU) GUIDE FOR *REMOVING CLIENTS*
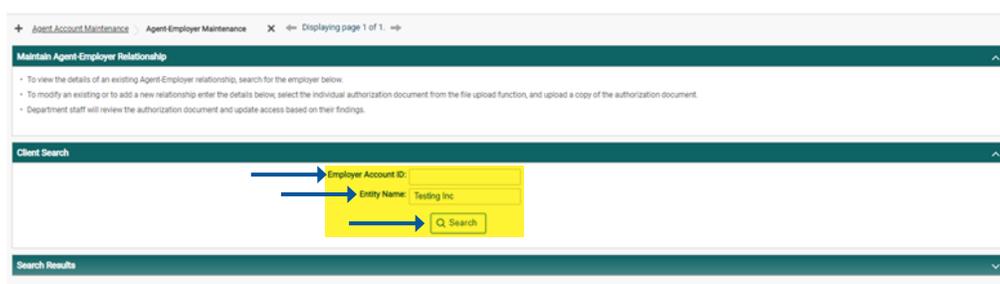
Follow the steps below for removing a client via the MOU:

The Agent will log in to their Agent portal and select Account Maintenance:

Select Maintain POA.

Enter the Employer Account ID or the Entity Name and click Search:

Select the radial button next to the client and roles that need to be removed.

Click Delete.

The Agent/Client relationship has now been inactivated.