



Florida Department of Financial Services

Division of Consumer Services CRM Modernization

Portal Release Notes – January 30, 2026

Introduction

The document communicates the new features and fixes in this January Release for State of Florida Division of Consumer Services.

Intended Audience

These changes will impact users using the Portal.

January Release

Impacted Area	Description
Respondent Portal	Cases were being presented to users prematurely. Users are now presented with cases that require user review or action.
Email Notification, Respondent, and Mediator Portals	Users were being presented a Case ID, Case Title, or Mediation ID. Case ID (CAS-xxx) will now be the universal unique identifier for all case types.
Respondent Portal	Allow users to view the Mediator name and contact information on case details page. The recipient of the "Mediation Conference Scheduled" is now the designated Mediation Contact.
Respondent Portal	Allow users to view the Mediation disposition under the invoice details. Example: Withdrawn by Submitter or Settled in Mediation
Mediator Portal	Allows users to view their Mediation invoices.
Respondent and Mediator Portals	Allow users to download a PDF of the Mediation invoices. Payer and Conference Time added to invoices.