



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Example: Withdrawn by Submitter or Settled in Mediation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