



# BILLING / PAYMENT PROCEDURES – VA

THE FOLLOWING OUTLINE DESCRIBES HOW OUR DIRECT BILLING SYSTEM OPERATES:

## WHAT TYPE OF PAYMENT OPTIONS ARE GIVEN TO THE INSURED?

Billings are determined by the term of the policy.

1. **New business is NOT billed for premium** (AN EXCEPTION MAY BE MADE FOR 'MORTGAGEE BILL' POLICIES -- COMPANY APPROVAL REQUIRED). Premium is due with the application submission. Accordingly, a check should be attached with the application. Each new application must be accompanied by a down payment equal to the premium for the policy term selected. Any applicable Mutual Membership POLICY FEES should be added to the premium remitted. If additional premium is required, the policy will be issued with premium due, and billed with the issued policy. Additional premium must be remitted within fifteen (15) days, otherwise, the policy may be cancelled for non-payment of premium.
2. **Quarterly** (three month) and **semi-annual** (six month) policy terms are available and the premium is calculated at 25% (quarterly) and 50% (semi-annual) of the annual rate. The entire premium payment should be attached to the application. The 'term' premium is to be calculated for each premium (*e.g. – fire premium x 25% and rounded to the nearest dollar; EC premium x 25% and rounded to the nearest dollar, etc.*). POLICY FEE charges apply regardless of policy term.
3. **Annual** (12 month) policy term should be remitted with full premium payment due, unless the following '6-Pay' or '3-Pay' or 'Monthly- EFT' payment plan is chosen:

### **Annual Term Payment Plan Options:**

- 1) Annual premium paid in full at policy inception;
- 2) Annual premium paid in three (3) installments (a \$6 fee is due on each installment)

First installment	40% of annual premium, due at policy inception
Second installment	30% of annual premium due (3) months from policy inception
Third installment	30% of annual premium due (6) months from policy inception

- 3) Annual premium paid in six (6) installments (a \$6 fee is due on each installment):

First installment:	25% of annual premium, due at policy inception
Second installment:	15% of annual premium due two (2) months from policy inception
Third installment:	15% of annual premium due four (4) months from policy inception
Fourth installment	15% of annual premium due six (6) months from policy inception
Fifth installment	15% of annual premium due eight (8) months from policy inception
Sixth installment	15% of annual premium due 10 (10) months from policy inception

### **AUTOMATIC PAYMENT WITHDRAWAL FROM CREDIT/DEBIT CARD OR ACH NOW AVAILABLE!**

AUTO PAY is available for **ANY** payment plan.

### **NO Installment Plan available for 3 or 6 Month Policy Terms- Single Pay ONLY**

ANNUAL TERM POLICIES MAY BE PAID USING THE FOLLOWING PLANS:

3-Pay      6-Pay      Monthly (Auto-pay REQUIRED)

The **MONTHLY PAY PLAN IS ONLY AVAILABLE** on Annual term policies with Automatic Withdrawal from your 'checking', 'savings' or 'credit card' account. A \$2 fee is due on each monthly installment.

To initiate Auto Pay, the account holder must complete, sign and return the AUTOMATIC WITHDRAWAL AUTHORIZATION form to our office. Contact the company at (800) 642-3541 or [inland@inlandmutual.com](mailto:inland@inlandmutual.com) for more information.

**Online and Credit Card Payments:** Inland Mutual is now accepting online payments via **ACH or Credit Card**. Policyholder's can simply go to our website at <https://www.inlandmutual.com/> and click "Make A Payment."

To make credit card payment by phone, insured/applicant must contact Inland Mutual – Accounting Dept. @ 1-800-642-3541, ext 16 or 29.

In addition to making payments via our website, your agency can also make payments through the Agent portal in Britecore. You can also set up an agency sweep account with your agency ACH checking information to avoid entering the payment information each time you go to make a payment. If you do not have a User name and Login for the Britecore system, or you are interested in getting your agency set up on an agency sweep, please contact Casey Harbour 800-642-3541 Ext 23 or Sean Adkins Ext 18.

### **IS MORTGAGE BILLING AVAILABLE?**

We offer the option of billing first or second mortgagee or insureds themselves, but you must remit the correct mortgage mailing address and loan number.

### **WHEN AND HOW ARE COMMISSIONS RECEIVED?**

Commission is based on premium paid. Agents are *not* to withhold commissions. Commission checks are mailed to agents by the 10<sup>th</sup> day of the following month. For example, January commissions will be mailed to agents by the 10<sup>th</sup> of February.

### **WHAT IF THE INSURED'S PAYMENT IS NOT RECEIVED BY THE DUE DATE?**

A notice of cancellation is issued ON THE DUE DATE to be effective fifteen (15) days past the due date. A copy of the cancellation notice is mailed to the insured, you the agent, and any mortgagee and additional insureds. If payment is received before the cancellation date, the policy cancellation MAY be rescinded with no lapse in coverage, and all parties will be notified. WE RESERVE THE RIGHT TO REFUSE PAYMENT IF INSURED IS HABITUALLY LATE.

### **WHAT HAPPENS IF A PAYMENT IS LESS THAN THE PREMIUM NEEDED FOR THE TERM SELECTED?**

In the event of a MINOR underpayment of the premium (\$6.00 or less), the company adds the minor outstanding difference to the next generated billing which may be an endorsement or the next renewal. In the event of a GROSS underpayment, the company reserves the right to refuse payment or reduce the policy to a term approximate to the premium remitted.

### **WHAT ABOUT RENEWAL BUSINESS?**

Renewals are automatically issued by the company twenty-one (21) to thirty (30) days in advance of the renewal date. Renewal declarations pages are mailed directly to insured, you the agent, all mortgagees, and additional insureds (if any). PLEASE REQUEST ANY CHANGES TO RENEWAL POLICIES AS SOON AS POSSIBLE SO WE CAN PROVIDE PROPER BILLING. Billing information is provided separately, it is not included on the declarations page of the policy.

### **HOW ARE PREMIUM BEARING ENDORSEMENTS BILLED?**

A revised declarations page is generated showing additional or return premium due in the "BILLING NOTICE" area. Additional premiums are due approximately 15 days after endorsement is generated, and returns are processed in a timely manner. We may require a down payment for large additional premium endorsements, and bill the remainder due. We will notify you if a down payment is required. Billing information is provided separately, it is not included on the declarations page of the policy.

### **WHAT HAPPENS IF THIS POLICY IS CANCELED DURING THE POLICY TERM?**

Policies are canceled on a pro-rata- or short rate basis or the premium is fully earned as specified in current program manuals. Any return premium is returned in a timely manner to the insured, agent or mortgagee (depending on who originally paid the premium).

### **PAYMENTS RECEIVED IN AGENT'S OFFICE**

Any payment received by agent should be forwarded to the company immediately to avoid direct notice of cancellation for non-payment. **DO NOT ACCEPT PREMIUM PAYMENTS FOR POLICIES WITH A PENDING CANCELLATION WITHOUT COMPANY APPROVAL. FOR POLICIES WHOSE CANCELLATION DATE HAS PASSED, CONTACT THE COMPANY FOR APPROVAL TO REWRITE.**