

BANKING

RETURN PREMIUM

[Billing & Collection Categories](#) » [Topics](#) » **Topic View**

Return premium

Starter: Bobbi Rush

From:



Views: 86

Start Date: Jan 30, 2017

Responses: 13

Last Response: Aug 14, 2017

[Add A Response](#)

Responder: Bobbi Rush

Jan 30, 2017

02:20 PM



When refunding return premium, do you send the refund back to the source of the last payment (i.e. electronic, check, credit/debit card) or the account set-up method (electronic or check)?

Responder: Joan Saracino

Cumberland Insurance Group

Jan 30, 2017

02:26 PM

At the present time, all refunds are sent by paper check to the policyholder.

Responder: Lisa Turner

Jan 30, 2017

02:28 PM



Our default is by check, but when requested we will return electronically.

Responder: Amy Law

Preferred Mutual

Jan 30, 2017

02:39 PM

At the current time we send all return premium by check. Implementing a new process for next year to send premium back by the source received.

Responder: Linda Luntz

Jan 30, 2017

03:51 PM



Refund goes back to credit card if last payment was credit card. Refund goes back in the form of a check for all other payment types.

Responder: Sal Pellitteri

Jan 31, 2017

05:23 PM



All return premiums are returned via check.

Responder: Lynsey Biernacki

MAPFRE Insurance

Jul 26, 2017

02:06 PM

Today, all of our returned premiums are sent via paper check. We are looking into methods to e-refund in our future state.

Responder: Matthew Matter

Jul 26, 2017

03:30 PM



For Commercial we send all refunds via check.

Responder: Katherine Thomas

Progressive Insurance

Aug 07, 2017

02:48 PM

We refund to the last source of payment in nearly all cases. Only exception today is Pay Pal.

Responder: Lisa Turner

Aug 07, 2017

02:58 PM



At the present time we send all return premium back using paper checks.

Responder: Pete Gearon

Amica Mutual Insurance Company

Aug 09, 2017

02:23 PM

Currently return premium payments are paid via check.

Responder: Cheryl Loeffler

Aug 09, 2017

04:53 PM



We issue refund checks.

Responder: Jessica Campbell

Aug 14, 2017

01:18 PM



For personal lines we refund to the last payment source unless the refund is more than the last payment on the account.

13 Responses

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BILLING SYSTEMS

BILLING SYSTEM

[Billing & Collection Categories](#) » [Topics](#) » **Topic View**

Billing System

Starter: Maura McGarry

From:



Views: 116

Start Date: Oct 02, 2015

Responses: 7

Last Response: Aug 09, 2017

[Add A Response](#)

Responder: Maura McGarry

Oct 02, 2015

11:58 PM



THE MAIN STREET AMERICA GROUP

If you are using a billing system/platform that was purchased from a vendor, what is the name of the product and the vendor?

Responder: Craig Calkins

Oct 02, 2015

12:18 AM



Renaissance Billing System from Majesco

Responder: Sharyn Milsky

Mar 04, 2016

09:31 AM



We use BillingCenter from Guidewire

Responder: Andrew Hughes

Mar 02, 2017

07:47 PM

Builders Insurance Group

Has anyone in the group gone through a billing system review and/or RFP in the last year and what experience can you share if you have? have you seen any examples that can do it all?

Responder: Pete K-K

Jul 31, 2017

08:16 PM



Nationwide

Hi! Does anyone have experience with Bill It Now, a third party billing administrator? Also, if anyone knows of other options in that space, I would like to hear about those as well. Thanks!

Responder: Pete Gearon

Aug 09, 2017

02:27 PM

Amica Mutual Insurance Company

We implemented Guidewire BillingCenter October 2016.

Responder: Carrie Santonastaso

Aug 09, 2017

04:42 PM



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We are in development to implement Guidewire BillingCenter.

7 Responses

[Add A Response](#)

BILLING SYSTEMS

GENERAL LEDGER SYSTEM

[Billing & Collection Categories](#) » [Topics](#) » **Topic View**

General Ledger System

Starter: Amy Law

From: Preferred Mutual

Views: 21

Start Date: Sep 25, 2017

Responses: 3

Last Response: Oct 02, 2017

[Add A Response](#)

Responder: Amy Law

Preferred Mutual

Sep 25, 2017

02:07 PM

We are looking to see what other insurance companies utilize for their general ledger system. We are looking for a less manual entry system to automation. Please provide the name of your general ledger system and if you like or dislike it.

Responder: Pete Gearon

Amica Mutual Insurance Company

Sep 26, 2017

04:27 PM

We are currently running a version of PeopleSoft. We are also looking to change our system or expand our PeopleSoft capabilities within the coming years.

Responder: Lisa Turner



Oct 02, 2017

11:50 PM

We are currently using StoneRiver.

3 Responses

[Add A Response](#)

BILLING SYSTEMS

REVISE OPEN INVOICES WHEN

ENDORSEMENT REDUCES PREMIUM

[Billing & Collection Categories](#) » [Topics](#) » **Topic View**

Revise open invoices when endorsement reduces premium

Starter: Amy Law

From: Preferred Mutual

Views: 34

Start Date: Oct 18, 2017

Responses: 5

Last Response: Oct 27, 2017

[Add A Response](#)

Responder: Amy Law

Preferred Mutual

Oct 18, 2017

04:38 PM

We are experiencing insured's calling in and having their open invoice either closed or revise the amount to reflect an endorsement that has been processed on their policy. These endorsements are only reducing the premium. Do other companies revise the min due or close the open invoice upon a request from the insured? Or does your system automatically close the open invoice and spread the endorsement over the term of the policy? We are seeing a large request for this and wondering if others are too.

Responder: Jessica Campbell

Oct 18, 2017

04:46 PM



If there is an outstanding invoice when a credit change endorsement is added to a policy all or a portion of the credit (depending on pay plan and remaining installments in the term) is applied to the open invoice.

Responder: Joan Saracino

Cumberland Insurance Group

Oct 18, 2017

05:03 PM

Same as Farmer's Response - If there is an outstanding invoice when a credit change endorsement is added to a policy all or a portion of the credit (depending on pay plan and remaining installments in the term) is applied to the open invoice.

Responder: Katherine Thomas

Progressive Insurance

Oct 20, 2017

11:34 PM

If the effective date of the change is prior to the due date of the outstanding bill and the endorsement is a credit, we will decrease the amount due by the portion of the credit that applies to that invoice.

Responder: Lynsey Biernacki

MAPFRE Insurance

Oct 27, 2017

02:43 PM

Amy, I think our process is more similar to yours. We do not edit an open bill. The credit will apply to the next invoice. The same applies to debit endorsements.

5 Responses

[Add A Response](#)

COLLECTION AGENCIES

COLLECTION AGENCY

[Billing & Collection Categories](#) » [Topics](#) » **Topic View**

Collection Agency

Starter: Steven Privitera
From: A.I.M. Mutual Insurance Companies
Views: 49
Start Date: Mar 13, 2017
Responses: 7
Last Response: Mar 20, 2017

[Add A Response](#)

Responder: Steven Privitera
Mar 13, 2017
02:41 PM

A.I.M. Mutual Insurance Companies

I am wondering how do other companies handles the fee's that are charged by a collection agency. If a premium audit is done and the balance due is brought to \$0 does the collection agency still charge your company based on the dollar amount of the original placement? If the audit balance increases (if it is originally estimated) does the collection agency eligible for their fee based on the new balance? Same situation is it results in a reduction of the balance due? Thanks

Responder: Joan Saracino
Mar 13, 2017
03:46 PM

Cumberland Insurance Group

Fees are based on the amount collected. If the account is placed in collection and the audit is then reduced to 00.00; no fee is due the agency

Responder: Tom Yodzis
Mar 13, 2017
04:06 PM



Same response for us as Joan's with Cumberland.

Responder: Debbie Schmaltz
Mar 13, 2017
04:35 PM



While we only pay a contingent fee on what is collected, we do pay our agency a "bonus" if they reach a certain recovery rate. The bonus is based off of net referrals (original referral less subsequent revisions). So it is in the agency's best interest to work through disputed audits that could lower or wipe out the original amount placed.

Responder: Linda Marr
From:
Mar 13, 2017
05:53 PM

Fees are based on the amount collected. If the audit balance is revised to \$0.00 no fee is due the collection company. If the balance is increased they would receive fees based on the revised amount.

Responder: Jessica Campbell
Mar 13, 2017
06:47 PM



Our collections vendor will only charge commissions for the collections from customers on net placement (increase or decrease). If the premium audit credit results in \$0 balance, then we do not pay any commissions to the vendor. We just send a subsequent activity to the vendor so they can update the balance to \$0 on their end. Same goes for increase in balance because of premium audit. Recently we have made a modification to our system to only send an account to collections, once the final term ‘ final audit’ is completed.

Responder: Barbara Riedinger
Mar 20, 2017
09:38 PM



We handle as everyone has replied, if the audit is reduced to \$0, the agency does not collect a fee.

7 Responses

[Add A Response](#)

COMMISSIONS

DIRECT BILL COMMISSIONS

PAYMENT AND STATEMENTS

[Billing & Collection Categories](#) » [Topics](#) » **Topic View**

Direct Bill Commissions payment and statements

Starter: Maura McGarry

From: Arbella Insurance Group

Views: 39

Start Date: Jul 12, 2017

Responses: 6

Last Response: Aug 22, 2017

[Add A Response](#)

Responder: Maura McGarry

Arbella Insurance Group

Jul 12, 2017

01:43 PM

Does your company require Agents to receive their direct bill commissions via EFT? If so, can they opt out and receive a check? Does your company provide commission statements online to agents? If so, do you provide PDF? Excel? Or some other format?

Responder: Christine Prtorich



Jul 13, 2017

10:48 AM

We provide PDF statements; currently not convertible to Excel but will be with our new system implementation later this year. We also offer commission download. Commission is required to be paid EFT unless agent is no longer writing business with us and it's rolling off.

Responder: Amy Law

Preferred Mutual

Jul 13, 2017

11:08 PM

Yes we have our Direct Bill Commission statements on an agency portal as PDF's. It also retains the history of the documents along with their branches. We have about 98% on EFT, we allow for a check if they are experiencing a change or refuse to be placed on EFT.

Responder: Tom Yodzis



Jul 13, 2017

11:50 PM

At this time agents have the option to receive their direct bill commissions via EFT or check... their choice. Agents do have the option to download their statements online in Excel format.

Responder: Lisa Turner



Aug 07, 2017

03:02 PM

We encourage all of our agents to receive payment via EFT. We do allow for check if they refuse EFT. Our agents do receive monthly PDF production statements. They are available on-line for them to access.

Responder: Joan Saracino

Cumberland Insurance Group

Aug 22, 2017

11:32 AM

All commission statements are available in PDF form on our agent portal. All commission payments are sent via EFT

6 Responses

[Add A Response](#)

CREDIT/DEBIT CARDS

CREDIT CARD COMPANY'S

[Billing & Collection Categories](#) » [Topics](#) » **Topic View**

Credit card company's

Starter: Amy Law

From: Preferred Mutual

Views: 53

Start Date: Aug 07, 2017

Responses: 10

Last Response: Aug 11, 2017

Responder: Amy Law

Aug 07, 2017

02:34 PM

[Add A Response](#)

Preferred Mutual

We are reviewing our current credit card process and would like to do a comparison. Looking for other credit card company's, please share who you are using and if you process credit card payments for commercial and personal lines.

Responder: Cheryl Loeffler

Aug 07, 2017

02:46 PM



Yes we accept CC for both Commercial and Personal policies. We currently accept VISA, MasterCard and Discover.

Responder: Michael Kronander

Aug 07, 2017

02:52 PM



We accept for PI and very limited on commercial / business side. We accept Visa and Master. We are considering Amex on small business but as of today do not.

Responder: Lisa Turner

Aug 07, 2017

03:03 PM



We accept credit card payments for both personal and commercial lines. We currently accept VISA, MC & Discover. We do not accept American Express at the present time.

Responder: Lynsey Biernacki

Aug 07, 2017

05:20 PM

MAPFRE Insurance

We accept credit and debit cards for all states and lines of business, personal and commercial. We allow payments to be made by Visa, MasterCard and Discover.

Responder: Matthew Matter

Aug 08, 2017

01:16 AM



We accept Visa, MC, Discover and Amex for both PL and CL.

Responder: Patrick Badger

Aug 08, 2017

08:30 PM



We do not accept credit cards for our CL insurance products but we do accept credit cards for Surety bonds (to a certain dollar limit). CNA does not have PL business.

Responder: Pete Gearon

Aug 09, 2017

02:33 PM

Amica Mutual Insurance Company

We process card payments (debit and credit) and will accept Visa, MC, Amex, Discover. Were you curious about the different processing companies?

Responder: Debbie Schmaltz

Aug 09, 2017

05:06 PM



We use AMEX, MasterCard, Visa and Discover for both CL and PL. There are no restrictions for PL. We do have limited acceptance for CL, but are in the early stages on piloting open use for CL.

Responder: Trinia Eustis

Aug 11, 2017

04:16 PM



We accept credit cards (commercial) of all kinds.

10 Responses

[Add A Response](#)

DIRECT BILL

REFUND PRACTICES

[Billing & Collection Categories](#) » [Topics](#) » [Topic View](#)

Refund Practices

Starter: Jessica Campbell

From:



Views: 33

Start Date: Nov 02, 2017

Responses: 5

Last Response: Nov 06, 2017

[Add A Response](#)

Responder: Jessica Campbell

Nov 02, 2017

01:56 PM



I have a few questions about refunds. 1) For a monthly billing accounts, if the full account balance is paid off and there is a credit balance do you refund the credit balance or do you hold it and apply it to the renewal? 2) If you do refund the credit balance, is there a hold time before the refund is issued? 3) Is there any threshold for how much the credit has to be before you would issue a refund?

Responder: Joan Saracino

Cumberland Insurance Group

Nov 02, 2017

02:27 PM

Credit balances (for any payment account) are refunded back to the policyholder and not held. Refunds are disbursed 14 days after the process date. The refund must be greater than \$4 in order to generate a refund.

Responder: Tom Yodzis

Nov 02, 2017

03:40 PM



We will hold the credit only if there are future due installments or premium on the current or prior terms. If the account is paid in full and a credit is posted, we will issue after ten days. We do not have a minimum amount for a refund to kick out. This is due to a couple state audits that had challenged our previous minimum amounts, so today we do not have minimums for refunds to be issued.

Responder: Katherine Thomas

Progressive Insurance

Nov 03, 2017

04:30 PM

We refund the credit. We only hold the balance based on our standard refund to source rules based on the method of payment (card, ACH, etc.). No minimum threshold. Not to others - be careful about including #s!

Responder: Dave Lucas

Nov 06, 2017

09:55 PM



Since the majority of our Direct Bill is Workers Compensation business, we would hold the credit balance until the expiration audit has been finalized. There is no threshold for an overall credit balance we hold.

5 Responses

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ELECTRONIC BILLING

SELECTING PAYMENT DUE DATE

[Billing & Collection Categories](#) » [Topics](#) » **Topic View**

Selecting payment due date

Starter: Amy Law

From: Preferred Mutual

Views: 49

Start Date: Jun 03, 2016

Responses: 6

Last Response: Feb 03, 2017

Responder: Amy Law

Jun 03, 2016

12:42 AM

[Add A Response](#)

Preferred Mutual

Do you allow your insured's to select a date for their payment to be withdrawn for Electronic Funds Transfer (EFT)? Do you also allow them to select a date on when their bill is due? If you do allow them is there any restrictions? Do you allow them to pick a date through out the month or certain days?

Responder: Ray Farinella

Jun 03, 2016

02:36 PM

 **SELECTIVE**[®]
Response is everything.

We are in the process of converting to a new billing system that will not have any restrictions on selecting bill due dates. In our current billing system, a due date can only be selected for a new account. Due dates for existing accounts can't be changed. In addition, there are certain "black-out" dates in a month that cannot be selected due to how billing cycles work and months not having equal number of days. In our electronic payment system, payments can be scheduled up to and including the due date. This will be the same when we convert to the new billing system.

Responder: Matthew Matter

Jun 03, 2016

10:28 PM


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INSURANCE

Our CL system does not accommodate changing due dates. We are in the process of changing our recurring payment system to allow a customer to select a draft date. The available dates will be restricted to ensure a date is not selected that could result in a late payment fee or DNOC (due to the number of days in a month, bank holidays, etc.)

Responder: Jessica Campbell

Jun 06, 2016

11:42 PM


FARMERS[™]
INSURANCE

For personal lines we allow customers to select any due date they want. Allowing due dates beyond the 28th of the month created some significant challenges to getting the logic right for months that do not have the same number of days as the date selected (for example, billing a due date of the 31st in a month with only 30 days).

Responder: Katherine Thomas

Jun 06, 2016

12:15 AM

Progressive Insurance

For our Auto business, we allow customers on a recurring payment plan to select a due date that is (max) 15 days out from their date of purchase. In some instances, they can go out as far as 30 days, but we are doing less of that today.

Responder: Jessica Campbell

Feb 03, 2017

04:00 PM


FARMERS[™]
INSURANCE

For those companies that allow any due date do you estimate the renewal on the bill in some scenarios? If not can you share what your standard levy period is?

6 Responses

[Add A Response](#)

FEES AND EXPENSES

LATE/PENDING CANCEL FEE AND NSF FEE

[Billing & Collection Categories](#) » [Topics](#) » **Topic View**

Late / Pending Cancel Fee and NSF Fee

This topic was edited by ICE.

Starter: Lynsey Biernacki

From: MAPFRE Insurance

Views: 32

Start Date: Aug 11, 2017

Responses: 4

Last Response: Aug 23, 2017

Responder: Lynsey Biernacki

Aug 11, 2017

01:03 PM

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MAPFRE Insurance

Acting on the advise of legal counsel this topic was deleted for the following reasons: the question could be seen as anti-competitive as limiting choices for consumers. It can also be seen as an opportunity for collective action.

This response was edited by ICE.

Responder: Trinia Eustis

Aug 11, 2017

04:14 PM



We do not charge NSF fee's for returned checks nor a pending cancel fee. We do assess interest per state statute at the end of the month following the premium due date.

Responder: Lynsey Biernacki

Aug 23, 2017

11:52 PM

MAPFRE Insurance

Also- do you have a cancel fee, and use logic like a late fee (as a result of falling into cancel for non-pay), or is the cancel fee specific to a mid-term request to cancel?

Responder: Katherine Thomas

Aug 23, 2017

12:14 AM

Progressive Insurance

The fees being asked about here are all filed with the DOI at the state level and not proprietary, so I'm responding with high level information. We moved away almost entirely from the use of cancel fees. In the few instances where we do, it is limited to a customer initiated cancel which can include non-pay.

4 Responses

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INDUSTRY PRACTICES

CUSTOMER PORTAL

[Billing & Collection Categories](#) » [Topics](#) » **Topic View**

Customer Portal

Starter: Tamela Doyle

From:



Views: 24

Start Date: Apr 25, 2017

Responses: 4

Last Response: Apr 26, 2017

[Add A Response](#)

Responder: Tamela Doyle

Apr 25, 2017

03:29 PM



Commercial Lines Carriers: do you offer a customer portal from which your insured's can access billing, claims, loss control, and marketing information? Not just a bill pay portal, but a site offering information other than sole billing.

Responder: Amy Law

Preferred Mutual

Apr 26, 2017

04:05 PM

We have an insured portal for both personal and commercial line policy holders. They can access billing , claims and marketing material. We also add any system notifications of outages and/or maintenance.

Responder: Amy Law

Preferred Mutual

Apr 26, 2017

04:05 PM

We have an insured portal for both personal and commercial line policy holders. They can access billing , claims and marketing material. We also add any system notifications of outages and/or maintenance.

Responder: Tom Yodzis



Apr 26, 2017

04:26 PM

We are commercial only... we currently do not have an insured customer portal, but do have an agency bill portal for our agents and brokers. They can access statements, commissions (direct and agency), cancellation notices, pay online, and access policy documents to name a few of the key features.

4 Responses

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INDUSTRY PRACTICES

FLAT CANCEL OF RENEWAL POLICY

[Billing & Collection Categories](#) » [Topics](#) » **Topic View**

Flat Cancel of Renewal Policy

Starter: Carrie Santonastaso

From:



PHILADELPHIA
INSURANCE COMPANIES

A Member of the Tokio Marine Group

Views: 32

Start Date: Feb 15, 2017

Responses: 4

Last Response: Feb 15, 2017

[Add A Response](#)

Responder: Carrie Santonastaso

Feb 15, 2017

07:08 PM



PHILADELPHIA
INSURANCE COMPANIES

A Member of the Tokio Marine Group

What type of instruction or documentation do you require in order to flat cancel a renewal policy? We often automatically issue a renewal, send invoice, cancel for non-payment, and then hear from the agent or insured that they did not want to renew and would like the policy cancelled flat. Do you require a signed LPR or make it easier?

Responder: Cheryl Loeffler

From:

Feb 15, 2017

07:18 PM

We also issue many automatic renewals, send invoice prior to renewal, and if no money is received we cancel it flat at that time.

Responder: Linda Luntz

Feb 15, 2017

07:33 PM



We require payment to renew. Flat cancelling after securing payment would be rare.

Responder: Andrew Hughes

Feb 15, 2017

07:38 PM

Builders Insurance Group

We too are on an auto renewal practice. However, about 6 years ago we changed from cancel non pay to a self destruct method. We deemed that the cancel non pay method could skew the statistical reporting to such bureaus as NCCI and leave a mark on the insured's record. The self destruct allows us to issue a policy renewal under the premise of "coverage for consideration". If we do not receive payment (consideration) within the first 23 days, the policy will self destruct and flat cancel. In the event that we do receive payment after the policy self destruct window, we will review for re-write of the coverage. This method has been very successful in preventing short term earned premium that would be written off as well as keeping client data from having a CANCEL record on the stat reports. Hope this helps

4 Responses

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INDUSTRY PRACTICES

USPS MAIL TIME

[Billing & Collection Categories](#) » [Topics](#) » **Topic View**

USPS Mail Time

Starter: Michael Kronander

From:



Views: 28

Start Date: Aug 22, 2017

Responses: 6

Last Response: Aug 23, 2017

Responder: Michael Kronander

[Add A Response](#)

Aug 22, 2017

07:23 PM



We have recently experienced an increase in customer inquiries (since the beginning of July) on the amount of time it takes to process mailed payments. Our lockbox vendor, located in Dallas, TX, is meeting all turnaround standards. We believe the issue is related to delays with USPS which is increasing the mailing time and delaying when payments are actually received. We are looking to see if others are experiencing anything similar and if so, how you might be researching (mail study) and/or addressing the problem? When responding, if you don't mind sharing the location your payments are being mailed to, this will be helpful in determining if the problem is regional.

Responder: Terri Johnson



Aug 22, 2017

07:39 PM

We are not experiencing delays. Our mail is delivered to Northeast Ohio.

Responder: David Lucas



Aug 22, 2017

08:46 PM

I am not aware of any delays with the USPS on mailed time to our lockbox for payment processing. One of our high volume lockbox is located in New York. We would definitely hear it from the brokers since we have an automated cancellation process and notice of cancellations would be flying out the door if we experienced delays.

Responder: Tom Yodzis



Aug 23, 2017

11:20 PM

Yes we have seen sporadic mail delays in our direct bill lockbox operation located in St. Louis. This has been occurring for the past 18 months and is something we have worked closely with our bank to resolve. Like Travelers, the bank's SLA's have been met. Our bank has worked closely with the USPS. Out of our investigation we recently made some modifications to our bar coding system in hopes to see an improvement, but it is too early to tell.

Responder: Jessica Campbell



Aug 23, 2017

01:49 PM

We have not received any recent complaints but we did proactively make some adjustments to the grace period we grant to allow inflight payments to apply last year. The changes were made partially in anticipation of a degradation of USPS service. We have payment processing centers in IL and TX.

Responder: David Wallace



Aug 23, 2017

10:11 PM

We have definitely experienced degradation in service from the USPS over the past 12-18 months. In an attempt to alleviate the issue we're actually decentralized our print job so that invoices are being sent from an area closer to the insured's operation. Our receivables are processed in San Diego, CA.

6 Responses

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PREMIUM AUDIT

DISPUTED FINAL AUDITS

[Billing & Collection Categories](#) » [Topics](#) » **Topic View**

Disputed Final Audits

Starter: David Wallace

From:



Views: 34

Start Date: Dec 23, 2016

Responses: 5

Last Response: Jan 04, 2017

[Add A Response](#)



Responder: David Wallace

Dec 23, 2016

07:35 PM

I'm curious how other carriers handle collections on disputed final audits. Do you require payment in full, then work the dispute and return funds if revised; or do you require to be paid the undisputed portion and delay collection activities on the balance until resolution of the dispute?

Responder: Joan Saracino

Cumberland Insurance Group

Dec 23, 2016

09:43 PM

We ask for a good faith payment while the dispute is being investigated. We will suspend collection activities provided the policyholder is cooperating and sending in the required documents.

Responder: Tom Yodzis

Dec 26, 2016

05:44 PM



We try to collect the undisputed portion of the audit while working to resolve the dispute as quickly as we can. Once the dispute is resolved we collect the balance as soon as possible and do not start the credit term clock over again.

Responder: Ron Cholaj

Dec 30, 2016

02:32 PM



We don't recognize the audit as being disputed until proper documentation is received. We generally do not require any type of payment until the dispute is resolved.

Responder: Debbie Schmaltz

Jan 04, 2017

12:12 AM



If we do not have supporting evidence, we will put a 10 day courtesy hold on collection activity to all the customer to provide the necessary documents for the audit to be reviewed. If we have the necessary documentation for audit to review, we will try to collect the undisputed portion.

5 Responses

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PREMIUM AUDIT

SPREADING FINAL AUDITS

OVER INSTALLMENTS

[Billing & Collection Categories](#) » [Topics](#) » **Topic View**

Spreading Final Audits over Installments

Starter: Debbie Schmaltz

From:



Views: 49

Start Date: Dec 11, 2016

Responses: 11

Last Response: Jan 09, 2017

Responder: Joan Saracino

Dec 11, 2016

11:46 AM

[Add A Response](#)

Cumberland Insurance Group

No

Responder: Debbie Schmaltz

Dec 11, 2016

08:12 PM



In the 2016 Pay Plan & Fee survey, 18 Commercial Carriers responded that they will make accommodations to spread the final audit over installments. Do you charge a special handling fee for those installments? (Just looking for a "yes" or "no" – not looking for any dollar information.)

Responder: Ron

Dec 11, 2016

08:48 PM



No

Responder: Tamela Doyle

Dec 12, 2016

11:33 AM



No

Responder: Tom Yodzis

Dec 12, 2016

12:17 AM



Depends... we may charge interest should the number of additional installments exceed a set amount.

Responder: Carol Barry

Dec 12, 2016

01:28 PM



No.

Responder: Susan Knipp

Dec 12, 2016

02:37 PM



No

Responder: Barbara Riedinger

Dec 12, 2016

10:06 PM



We do charge interest for most Profit Centers.

Responder: Lisa Turner

Dec 13, 2016

02:03 PM



No

Responder: David Wallace

Dec 29, 2016

02:18 PM



For those of you who spread over installments, how do you handle the aging? Do you age as of the audit billing date, or do you age each installment portion individually?

Responder: Matthew Matter

Jan 09, 2017

09:36 PM



No

11 Responses

[Add A Response](#)