



Hastings Mutual Insurance Company
www.hastingsmutual.com

ACCOUNT BILLING MANUAL



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Account Billing Policies & Procedures

Account Billing Program

Hastings Mutual Insurance Company's Account Billing Program is designed to emphasize account selling. Some highlights:

- All of a client's policies (except "Mortgagee Pays") may be combined in a single account.
- It is the agent's responsibility to advise the Company when policies are to be billed on the same account.
- The Company will not combine policies into an account unless instructed to do so by the agent.
- There is no limit to the number of policies that may be added to an account.
- Policies on the same account do not need to have common effective dates or bill plans.
- Date Due may be selected on any day of the month.
- Use Form 2-972 to establish or change an account.

Account Payment Options & Returned Payment

Account Payment Options

An Account may be paid by:

- Mailing a check to Hastings Mutual Insurance Company in the envelope provided with the invoice. **IMPORTANT: Payments with special instructions must be sent to: Hastings Mutual Insurance Company, 404 E. Woodlawn Ave., Hastings, MI 49058.** Payment by check may be converted to an electronic Automated Clearing House (ACH) debit transaction.
- Choosing the Recurring Electronic payment option allows for the automatic withdrawal of the amount due from the payer's checking or savings account. Just have the insured complete (or attach a voided check to) and sign the **Recurring Electronic Payment Authorization**, Form No. 2-976. There is no billing charge on any billing plan when the Recurring Electronic Payment option is selected. **IMPORTANT: Please send to: Hastings Mutual Insurance Company, 404 E. Woodlawn Ave., Hastings, MI 49058, or fax to: 877-690-6766.** Direct Bill invoices should be paid until a Notice of EFT Withdrawal is received.
- Choosing the Recurring Credit Card payment option allows for the automatic charge to the payer's Visa®, Mastercard® and Discover Card®. Just have the insured complete and sign the **Recurring Credit Card Authorization**, Form No. RCCP3060. There is a \$4.00 billing charge for each installment invoice. **IMPORTANT: Please send to: Hastings Mutual Insurance Company, 404 E. Woodlawn Ave., Hastings, MI 49058, or fax to: 877-690-6766.** Direct bill invoices should be paid until a Notice of Credit Card Transaction is received.
- Using a credit card or electronic check on-line via **www.hastingsmutual.com** in the *Policyholders Resources* or *Agency Resources* area.
- Using a credit card and calling the Customer Service Department at Hastings Mutual at 800-442-8277, Ext. 1572.

For all credit card payment options, only Visa®, Mastercard® and Discover Card® are accepted.

Electronic Check, Credit Card, and Returned Checks

If a credit card or electronic check transaction is not honored or a check is returned from the bank for non-sufficient funds (NSF), the payment credited to the account is reversed. A charge of \$15.00 is made for each NSF check or electronic check that is processed.

Personal Auto Billing Plans

	Bill Plan	Description	Down Payment for New Business
Michigan Personal Auto			
6 Month term policies	Full Pay	Single Pay Billing	Full Premium
	Quarterly*	2 Installments	One Installment
	Bimonthly**	3 Installments	One Installment

* Not available for policies with a VIP tier of Vertex, Basic, or No Hit/No Score. Not available for policies without Regular or Broad Form Collision.

** Not available for policies with a VIP tier of Vertex, Basic, or No Hit/No score. Not available for policies without Regular or Broad Form Collision. Policy must be on an account using Recurring Electronic Payment or Recurring Credit Card payment.

Illinois Personal Auto			
6 Month term policies	Full Pay	Single Pay Billing	Full Premium
	Quarterly*	2 Installments	One Installment
	Bimonthly*	3 Installments	One Installment
	Monthly**	6 Installments	Two Installments

* Not available for policies with a VIP tier of Vertex, Basic or No Hit/No Score.

** Not available for policies with a VIP tier of Vertex, Basic or No Hit/No Score. Policy must be on an account using Recurring Electronic Payment or Recurring Credit Card Payment.

Indiana, Iowa, Ohio, and Wisconsin Personal Auto

6 Month term policies	Full Pay	Single Pay Billing	Full Premium
	Quarterly	2 Installments	One Installment
	Bimonthly	3 Installments	One Installment
	Monthly*	6 Installments	Two Installments

* Policy must be on an account using the Recurring Electronic Payment or Recurring Credit Card Payment options.

Billing Plans - Other Than Personal Auto

	Bill Plan	Description	Down Payment for New Business
12 Month term policies*	Full Pay	Single Pay Billing	Full Premium
	Semiannual	2 Installments	One Installment
	Quarterly	4 Installments	One Installment
	Bimonthly‡	6 Installments	One Installment
	Monthly	12 Installments	Two Installments

‡ Installments are billed every other month.

* **Special General Liability Policy Rules**

- *General Liability* policies with annual premiums of \$500 or less must be issued on a full annual pay basis.
- *General Liability* policies with annual premiums greater than \$500 are eligible for a semi-annual, direct bill payment option.
- *General Liability* policies with supporting *Commercial Auto* and/or *Workers' Compensation* policies exceeding a combined account premium of \$2,000 are eligible for all available billing plans. **Important: The supporting coverage need not be billed on the same account as the *General Liability* policy.**

IMPORTANT: Escrow bill polices can only be a **Full Pay bill plan**.

BILL TO: Name and Address

The payer's name and address may be different from the policyholder's name and address.

All Premium Invoice related correspondence is mailed to the payer of the account.

Billing

Installments

To calculate the installment amount, divide the total policy term premium by the number of installments of the selected bill plan. Installments are determined from the effective date of the policy and will not exceed the policy expiration date.

For new business, send a down payment equal to one installment for policies on the Full Pay, Semiannual, Quarterly, or Bimonthly bill plans or two installments on the Monthly bill plan.

A \$4.00 billing charge is added to each regularly scheduled installment invoice. There is no billing charge for escrow billed accounts or accounts using the Recurring Electronic payment option.

Down Payment Options (other than Policy Express)

Down payments are required for all direct billed policies except for policies on escrow billing or policies applications sent more than thirty days in advance of the effective date. A down payment equal to two monthly installments should be sent for policies on the monthly bill plan. Down payments by check or credit card are required for policies requesting the Recurring Electronic Payment or Recurring Credit Card payment options.

Check or Money Order

Checks or money orders may be attached to the policy application. Please be sure that the insured's name is on the check. If one check is paying for more than one policy, indicate the policy symbol and the amount to be applied to each policy.

Credit Card

Complete form number 5-162 and attach to the policy application. The credit card payment will be processed before the policy is issued.

eBilling

By using **eBilling** the policyholder may receive premium billings electronically instead of receiving a paper bill delivered by the U.S. Postal Service.

With **eBilling**, they will receive notification of an amount due on their account by e-mail. E-mail expedites delivery to the policyholder. Utilizing the links to the Hastings Mutual Web site to make a payment eliminates postage and the risks involved with mailing a check.

It is easy to subscribe to this free service:

- 1) The policyholder accesses the web site at www.hastingsmutual.com
- 2) The policyholder clicks on *Policyholders Resources*, then clicks on *Subscribe to eBilling*.
- 3) The account number and the agency number (obtained from the policy or Premium Invoice) are entered in the required fields, then click on *Login*.
- 4) The policyholder enters their e-mail address (the **eBilling** address) and clicks on the *Subscribe to eBilling* box, and then clicks on *Continue*.

The policyholder will receive an e-mail from Hastings Mutual to confirm that the account was successfully subscribed to **eBilling**.

Important: By subscribing to the **eBilling** service, the policyholder agrees to receive all premium invoices electronically. The policyholder can unsubscribe at any time by returning to the **eBilling** page of the web site and “unclicking” the *Subscribe to eBilling* box.

The **eBilling** e-mail address may be changed by keying the new address into the e-mail address form fields on the **eBilling** web page.

Should we find that the e-mail address provided by the policyholder becomes inactive or undeliverable, all future premium invoices will be mailed via the U.S. Postal Service.

Payment Guidelines

Payment Guidelines

- No less than the minimum due on the Premium Invoice Statement must be paid by the Date Due to stop cancellation of the policies listed on the statement. The account balance may be paid in full or any amount greater than the minimum due may be paid.
- Overpayments will apply proportionately to open balances on the account. Refunds will be issued after the account balance is paid in full.
- Underpayments will apply proportionately to open balances on the account and may cause the policies on the account to cancel for nonpayment.
- To have payments applied in a specific manner other than the amount billed or other than proportionate to the open balances, the payment should be mailed with specific instructions to: Hastings Mutual Ins. Co., 404 E Woodlawn Ave., Hastings MI 49058. Do not mail payments needing special handling with the envelope provided with the billing.
- In some cases, endorsements may reduce the minimum amount due. The current amount due may be confirmed by viewing the Insurance Account Detail on the Hastings Mutual website in the *Policyholders Resources* area or by calling 1-800-442-8277 Ext. 1572.
- **Never instruct a customer to not pay a bill.** Nonpayment of a bill will cause policies on the account to cancel. Past due amounts are **not** rebilled.
- Payments received on accounts with policies cancelled for nonpayment may be applied to open balances on the account or be returned if there is no amount due on the account. Payments received in the agent's office before the cancellation date, but received by Hastings Mutual after the cancellation date, must be sent to 404 E Woodlawn Ave., Hastings MI 49058 with correspondence indicating the cancellation dates of the policies being paid, the amount paid for each policy and the date received in the agent's office.
- Please allow up to three business days for payments made through the Hastings Mutual website *Policyholders Resources* area to apply to the insured's account. Allow up to two days for payments made through the Hastings Mutual Website *Agency Resources* area to apply to the insured's account.

Date Due and Billing Cycle

Date Due

The premium “Date Due” is the day of the month that installment payments are due in our office. The payer may choose any day of the month as the “Date Due”; however, if no “Date Due” is selected for the account the “Date Due” is the “day” of the effective date of the first policy processed to the account. A common premium “Date Due” is necessary for all policies on the same account as all amounts due are billed on the same day of the month.

Billing Cycle

Billings are issued 20 days in advance of the Date Due. Mortgagee billed policies are billed 30 days in advance of the Date Due. Notification of recurring electronic payment withdrawal is issued 15 days in advance of the due date.

Endorsements do not cause an account to reissue a bill. Debit endorsement earned premium is billed on the next invoice. The remaining premium, if any, is spread to any unbilled installments. Credit endorsements are applied to the unpaid balance on the policy and may reduce an amount already billed. Both the Agency Resources and Policyholder sections of the Hastings Mutual website show the “current amount due”. The “current amount due” will reflect any changes in the premium as a result of an endorsement processed after the invoice was mailed. There is only one billing per month. The next billing will not be mailed until the current amount due is paid.

All policies on the account will have the same Date Due even if they do not have common effective dates. The effective date of the installment will determine how the installment will be billed in conjunction with the Date Due. For example if the account Date Due is the 15th of the month and the policy is effective June 16, the installment will be due on July 15. Adjustments may be made to make the installment due on June 15. Please call the Billing Department Customer Service 1-800-442-8277 Ext. 1572 to request an adjustment.

Cancellations & Reinstatement

Cancellations

Policies will be cancelled if the minimum amount due is not paid. Cancellation for nonpayment of premium is on a paid premium (equity) basis.

Do not allow a policy to cancel for nonpayment of premium. If insurance coverage is no longer desired, a signed Lost Policy Release form or the original policy should be forwarded for cancellation.

Reinstatement of Policies Cancelled for Nonpayment of Premium

Policies Eligible for Reinstatement - If payment is received, prior to cancellation effective date, reinstatement is contingent upon the check clearing the bank. A \$10.00 fee is charged for all reinstatements of policies receiving a cancellation notice for non-payment of premium. A \$4.00 billing fee is charged for all NSF charges billed.

Policies Not Eligible for Reinstatement - If payment is received after the effective date and time (12:01 a.m.) of cancellation, the payment is applied to any earned premium unpaid on the account; any excess money is refunded.

Policies cancelled for "Underwriting Reasons" are not eligible for reinstatement. Any appeal of the above procedures should be referred to the Underwriting Department.

Uncollected Earned Premium

Any uncollected earned premium from cancelled policies will cause an invoice for this premium to be sent to the payer. If the earned premium remains unpaid, the file may be referred to a collection agency.

Late Payments on Direct Bill Accounts

The Account Balance may be paid in part or in full, but no less than the Minimum Due must be received in our office by the Date Due. Late payment of the amount due will result in a \$10.00 reinstatement fee.

Hastings Mutual will bill the amount due for an account 22 days prior to the "Date Due". If we do not receive the premium by the "Date Due", we will automatically wait another five days before processing a cancellation of a policy for non-payment of premium. (This period of five days has been established to allow for mail-time.) The actual "Notice of Cancellation" has an effective date 16 days in the future.

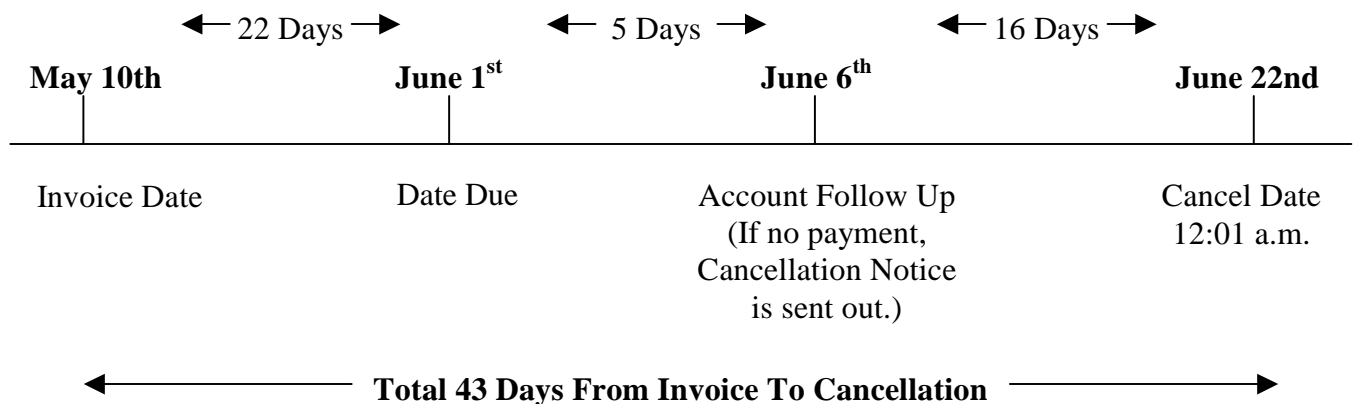
Example:

Billing "date due" is June 1

- The policy is billed on May 10 with a "Date Due" of June 1.
- Payment is not received by June 6.
- Cancellation is processed on June 6, with an effective date of cancellation of June 22.

If payment is received by 12:01 a.m. on June 22, the policy will remain in force. If a payment is received after 12:01 a.m., June 22, it is a late payment. The policy has already cancelled and the late payment will be returned to the insured.

Payment Timeline



When your insured has missed paying an account with Hastings Mutual by the "Date Due" and has found the time to be very near the "Cancellation Date", the problem then becomes "How do we get a payment to Hastings Mutual in time to avoid cancellation of a policy?"

Hastings Mutual offers an online payment option in the Agents and Policyholders sections at our web site. The payments are counted as received the day they are entered, however, the account information is not updated until the next business day. Allow up to three business days for credit card payments to post to accounts.

Endorsements

Endorsements (Additional or Return Premium)

Additional or return premiums generated by endorsement are billed based on the effective date of the endorsement. All earned premium is billed with the first Premium Invoice Statement after the endorsement is processed. The remaining premium is divided equally among the unbilled installments for that policy. All earned premiums are invoiced within one month based on the account's "Date Due". Return premium will generally reduce any outstanding amount on the account.

Return premium checks are issued payable to the "payer" and sent to the agency for distribution.

Producer Codes & Commission

Producer Codes

Any agency may establish a producer code (two character only) to assign a producer to a specific policy. Policies issued with this designation are so identified on the agency's monthly commission statement. Premiums and commissions are subtotaled by producer code.

Commission

Hastings Mutual provides a monthly commission statement. This statement includes all items that have been posted (processed) by the Company during the month. Commission is paid on a net written premium basis.

Direct deposit of direct bill commission is available on request. Please use Form 5-153 and 5-155 for activation of this service.

Direct Bill New Business Without Cash

1. If the application is received **30 or more days** before the effective date of the policy, the policy will be issued **direct bill as requested**.
2. If the application is received **less than 30 days** before the effective date of the policy, the policy will be **billed to the agency on the agency's monthly account statement**. We will select an agency bill payment plan as similar as possible to the requested direct bill payment plan. For example, if the application requested a direct bill, monthly installment plan, the policy will be issued as **agency bill, 20% down payment 8 monthly installments**.

At renewal the policy on the account will be automatically changed to direct bill with the originally requested pay plan. **These policies are not eligible to be direct billed until renewal. No exceptions will be made.**

3. It is recommended that payment be sent with all direct bill applications.

The above rules do not apply to policies billed to a mortgage company or for policies that are part of a formal book transfer (roll-over).

Down Payment Options (other than Policy Express)

Check or Money Order

Checks or money orders may be attached to the policy application. Please be sure that the insured's name is on the check. If one check is paying for more than one policy, indicate the policy symbol and the amount to be applied to each policy.

Credit Card

Complete form number 5-162 and attach to the policy application. The credit card payment will be processed before the policy is issued.

Down payments are required for all direct billed policies except for policies on escrow billing or policies applications sent more than thirty days in advance of the effective date. A down payment equal to two monthly installments should be sent for policies on the monthly bill plan. Down payments by check or credit card are required for policies requesting the Recurring Electronic Payment or Recurring Credit Card payment options.

Agency Bill

Company Prepared Agency Account

An Agency Account will be sent to you approximately 10 days following the end of the month. The Agency Account, month of January for instance, will be sent approximately February 10th.

If any errors or differences are found, the agency should communicate them promptly to our Accounting Department so they may be resolved. The Agency Account should be **paid as rendered** not later than 45 days after the end of the month for which the account is rendered. Any errors or differences will be rectified on subsequent Agency Accounts. It is recommended that the check contain only the amount being paid for your account and mailed in an envelope with no other correspondence to Hastings Mutual Insurance Company. For your convenience, we recommend you visit the Hastings Mutual website and use the "Online Payment" feature in your Agent section to pay your monthly accounts.

The entry description column on the Agency Account uses the following transaction descriptions:

NEW.....	New Business	RENEW.....	Renewal Business
CANCL.....	Cancellation	ENDOR.....	Endorsement
AUDIT.....	Audit	REINST.....	Reinstatement
PPINS.....	Policy Installment	PPREV.....	Policy Installment Reversal

Producer Codes

Any agency may establish a producer code (two character only) to assign a producer to a specific policy. Policies issued with this designation are so identified on the agency's monthly commission statement. Premiums and commissions are subtotaled by producer code.

Agency-Billed Installments

Some policies billed by the agent are eligible for installment billing. This program is open for commercial and farm policies. To qualify:

- A Commercial account with a policy (or policies) must develop a minimum premium of \$3,000.
- A Farm account with a policy (or policies) must develop a minimum premium of \$1,000.

The pay plans available under the *Agency-Billed Installment Program* are:

- Annual Pay
- Semi-annual
- Quarterly
- 20% down with eight monthly installments

The ***Agency-Billed Installment Program*** includes a *Policy Pay Plan Summary* with each policy declaration printed. The *Policy Pay Plan Summary* is part of the policyholder's copy of the policy. It informs the policyholder that his policy is billed by the agency on an installment plan, and shows the *Date Due*, and the *Premium Amount Due* for each installment.

As with all agency-billed policies, the agent is responsible for billing and collecting the premium. The premium is remitted to the Company by the agency, with their monthly statement. If the policyholder fails to pay when due, it the responsibility of the agent to notify the Company to issue a notice of cancellation for non-payment of premium. Earned premium is calculated to the cancel date and the agent is responsible for all earned premium.

Agents - Online Agency Payments

The Agents area has an ***Online Payment*** section. The first time this section is used, access **Update Agency Profile** to enter or verify the bank information for the account from which you wish the funds to be withdrawn. No funds are withdrawn from your account until **you** submit a request through the Online Payment section.

The Online Payment section gives you five payment choices.

- **Pay Monthly Account** - For payment of your agency billed business. You may pay your monthly and/or audit account statement online.
- **Standard Payment** - For payments received in your office. You may record up to ten payments at once. Edits confirm the account number, a screen total is calculated and the payment is electronically applied to the account.

Be sure to print the “payment confirmation” screen for your records, an e-mail copy is generated on request. Your bank account statement will reflect the screen total only.

The payments are counted as received the day entered, however, the account is updated the next business day.

- **Make A Payment For An Insured** - Use this feature for credit card payments. If an insured wants to make a payment and has a credit card, you may enter their information to make the payment.

This is an online real time entry system and you will either be notified the payment is rejected or be given a payment confirmation screen (with the confirmation number, amount and date) to print as a receipt for your customer.

- **Special Payment** - Use this feature when special instructions need to be conveyed with the payment. Reinstatement requests approved by the underwriter, date received in your office, or billing change requests may be indicated in the notes section.
- **Directed Payment** - Use this feature as directed by a Company employee. It will generally be used when the agency failed to remit cash with an application.

Policy Express

Billing Options

Homeowners	Personal Auto	Commercial Policies
Agency Bill	Agency Bill	Agency Bill
Direct Bill	Direct Bill	Direct Bill
Recurring Electronic Payment	Recurring Electronic Payment	Recurring Electronic Payment
Escrow Billing	Recurring Credit Card Payment	Recurring Credit Card Payment
Recurring Credit Card Payment		

Agency Bill Installment options

Homeowners	Personal Auto	Commercial Policies
Annual Pay	Annual Pay	Annual Pay
		Semiannual
		Quarterly
		20% down with eight monthly installments

Direct Bill Installment Options

Homeowners	Personal Auto	Commercial Policies
Full Pay	Full Pay	Full Pay
Semiannual	Quarterly (<i>excluding MI & IL policies with a VIP tier of Vertex, Basic or No Hit / No Score and MI policies without Regular or Broad Form Collision coverage</i>)	Semiannual
Quarterly		Quarterly
Bimonthly		Bimonthly
Monthly	Bimonthly (<i>excluding all MI policies and excluding IL policies with a VIP tier of Vertex, Basic or No Hit / No Score</i>)	Monthly

Recurring Electronic Payment and Recurring Credit Card Installment Options

Homeowners	Personal Auto	Commercial Policies
Full Pay	Full Pay	Full Pay
Semiannual		Semiannual*
Quarterly	Quarterly (<i>excluding MI & IL policies with a VIP tier of Vertex, Basic or No Hit / No Score and MI policies without Regular or Broad Form Collision coverage</i>)	Quarterly*
Bimonthly	Bimonthly (<i>excluding MI & IL policies with a VIP tier of Vertex, Basic or No Hit / No Score and MI policies without Regular or Broad form Collision coverage</i>)	Bimonthly*
Monthly	Monthly (<i>excluding all MI policies and excluding IL with a VIP tier of Vertex, Basic or No Hit / No Score and without Regular or Broad Form Collision coverage</i>)	Monthly*

* Special General Liability Policy Rules

- General Liability policies with annual premiums of \$500 or less must be issued on a full annual pay basis.
- General Liability policies with annual premiums greater than \$500 are eligible for a semi-annual, direct bill payment option.
- General Liability policies with supporting Commercial Auto and/or Workers' Compensation policies exceeding a combined account premium of \$2,000 are eligible for all available billing plans. **Important: The supporting coverage need not be billed on the same account as the General Liability policy.**

Direct Bill Down Payment Options

Agency Standard Payment – The down payment will be withdrawn from the Agency bank account entered in the Banking Information for Policy Express in the Update Agency Profile under the Agents section of the Hastings Mutual Insurance company website. Payment will be settled two days after the policy is submitted for issuance.

Credit Card – The down payment will be charged to the insured's credit card. This is a one-time payment and does not enroll the insured in the Recurring Electronic payment option. The payment will be settled one day after the policy is submitted for issuance.

Policy Holder One Time Electronic Payment -- The down payment will be withdrawn from the insured's checking or savings account. This is a one-time payment and does not enroll the insured in the Recurring Electronic payment option. The payment will be settled two days after the policy is submitted for issuance. The agency is responsible for obtaining an authorized signature on the One Time Electronic Payment Authorization Form #PAPE7030 and for retaining the signed form in the agency office. The PAPE7030 is subject to the company audit when this payment option is used.

Recurring EFT – The down payment amount is automatically calculated based on the installment plan selected and withdrawn from the insured's bank account entered for the recurring payments. The payment will be settled two days after the policy is submitted for issuance. If the policy is issued 30 days in advance of the policy effective date, the down payment will be withdrawn on the policy due date or the due date nearest to the policy effective date if a different due date has been selected. The agency is responsible for obtaining an authorized signature on the Policy Express Initial and Recurring Electronic Fund Transfer Payment Authorization form #2-976PE and for retaining the signed form in the agency office. The 2-976PE is subject to the company audit when this billing payment option is used.

Recurring Credit Card

The down payment amount is automatically calculated based on the installment plan selected and charged to the insured's MasterCard, Visa or Discover Card account. The payment will be settled one business day after the policy is submitted for issuance. The agency is responsible for obtaining an authorized signature on the Policy Express Initial and Recurring Credit Card authorization form #RCCP3060PE and for retaining the signed form in the agency office. The RCCP3060PE is subject to the company audit when this billing payment option is used.

Down Payments

Down payments are equal to one installment for the selected billing plan. A down payment equal to two monthly installments is suggested for policies on the direct bill monthly bill plan. Options for down payments equal to one installment or two installments are given for policies on the Recurring Electronic Payment monthly bill plan.

Down payments are not required if the policy is issued more than thirty days advance of the effective date.

Down payments are optional for policies on Escrow Billing. Down payments may be made using the Agency Standard Payment, Credit Card or Policy Holder Electronic Check.