

ELECTRONIC FUNDS TRANSFER (EFT)

This job aid demonstrates the process of enrolling in and utilizing the EFT payment option, which allows for drafting from an Agency's bank account.

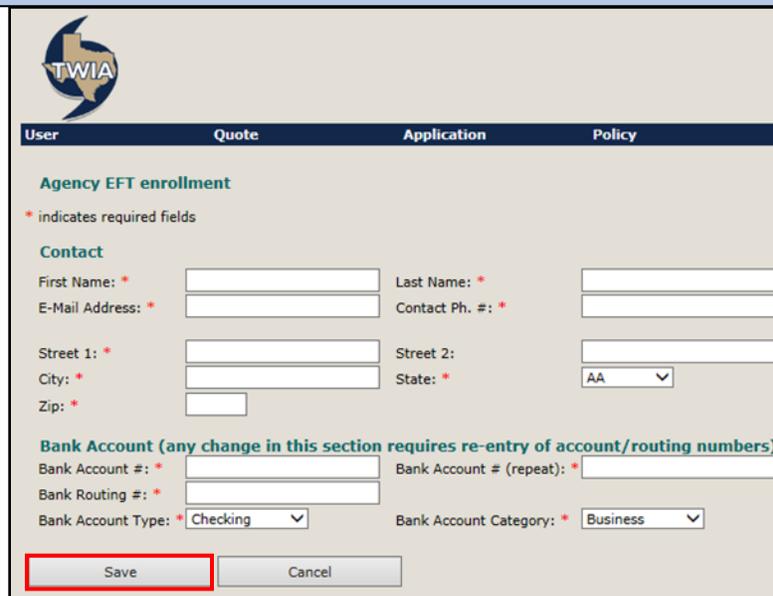
- EFT has a \$99,999 payment limit. If the premium you are paying is above \$99,999, you will need to choose a different payment method.
- If you have not registered as an Agent with TWIA or need to designate an Administrator, contact Agent Services at agentservices@twia.org.
- Once registered as an Agent, you will see the Admin option in Agent Portal.
- Follow the screen shots below to enroll in or edit EFT payment option information. (Admins Only)

In Agent Portal, click on Admin -> EFT Enrollment



The screenshot shows the TWIA Agent Portal navigation menu. The menu items are: User, Quote, Application, Policy, Claims, and Admin. The Admin menu is expanded, showing sub-options: Create User, User List, Edit Sharing Options, and EFT Enrollment. The EFT Enrollment option is highlighted in orange.

- This screen must be completed when the Admin enrolls your Agency in EFT.
- Complete all required fields. If any part of the Bank Account section is updated, all Bank Account information must be re-entered. Then click Save.



The screenshot shows the Agency EFT enrollment form. The form is titled "Agency EFT enrollment" and includes a note: "* indicates required fields". The form is divided into two main sections: "Contact" and "Bank Account".

Contact

First Name: * Last Name: *
E-Mail Address: * Contact Ph. #: *
Street 1: * Street 2:
City: * State: *
Zip: *

Bank Account (any change in this section requires re-entry of account/routing numbers)

Bank Account #: * Bank Account # (repeat): *
Bank Routing #: *
Bank Account Type: * Bank Account Category: *

At the bottom of the form, there are two buttons: "Save" and "Cancel". The "Save" button is highlighted with a red border.



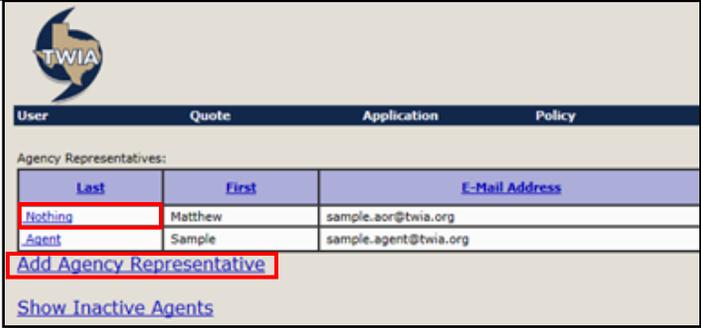
Add/Edit EFT Users (Administrator Access Only)

Once registered as an Agent with TWIA, follow the screen shots below to add/edit new EFT Users. (Admins Only)

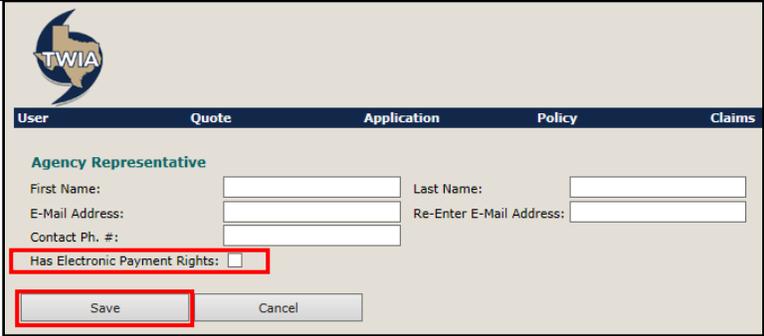
In Agent Portal, click on Admin -> User List



- To edit an EFT User, click on the user's last name
- To add a new User, click on the Add Agency Representative hyperlink



- Enter new or updated Agency Representative information
- Check the Has Electronic Payment Rights box and then click Save



Make an EFT Payment – Policy Center

- In Policy Center, select EFT on the Payment screen
- Click Submit to TWIA

Desktop | Account | Policy | Search | Team | Administration

Submission (Calculated) | Residential/Full Application | Eff. 09/29/2016 | Demo_01 Thomas | Account # A000000010

Actions

Payment

≤ Back | Edit Transaction | Save Draft | Invoice | **Submit to TWIA** | Version

Submission T000000010
Calculated

Qualification
Policy Contract
Policy Info
Locations and Risk Items
Summary
Payment

Amount Due and Payment Summary

| | |
|--------------------|----------|
| Actual Premium | \$100.00 |
| Surcharges | - |
| Amount Due to TWIA | \$100.00 |

Payments

| | |
|----------------------|----------|
| Total Payment Amount | \$100.00 |
|----------------------|----------|

Payment Method | * EFT

Do not submit the payment more than once as this could result in multiple drafts from your bank account!

- Review Documents and Submission Acknowledgement screens
- If completed correctly, the Submission Information/Confirmation screen will appear
- If confirmation screen does not appear, do not resubmit payment, and contact Agent Services

Desktop | Account | Policy | Search | Team | Administration | Go to (Alt+)

Submission (In Force) | Residential/Full Application | Eff. 09/29/2016 | Demo_01 Thomas | Account # A000000010 | Policy # TWIA-000000010-01

Submission Information

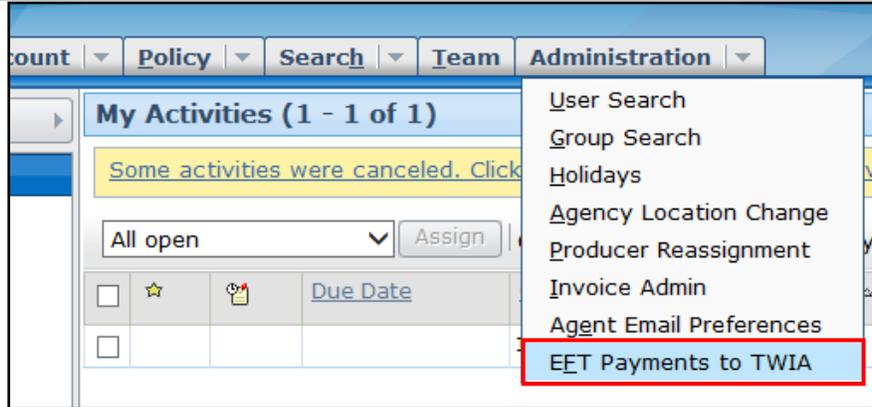
Thank you! Your Submission (#T000000010) and Electronic Funds Transfer transaction have been received by TWIA. We will process the Submission according to TWIA Underwriting guidelines.
To retrieve a PDF copy of the transaction summary, click the "View your submission" link below, and then select Documents from the Tools menu.

Name of Insured Demo_01 Thomas
Payment Amount \$100.00
Payment Confirmation # XB4INS000124316
Date Payment Initiated 09/29/2016



EFT Reporting – Policy Center

To review EFT Payments to TWIA, click on Administration -> EFT Payments to TWIA



- Use this screen to search for EFT payments submitted during certain time periods
- Admins see results for the Agency, while other users only see their submitted payments

