

Payments Job Aid

(Not including Wellington payments)

This job aid assists with submitting certain payments in Policy Center. Refer to the Wellington Premium Finance Job Aid to process a Wellington payment.

Payment Method *	<none selected> eCheck (preferred) EFT Wellington Premium Finance Check/Money Order/Policyholder Online Payment
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The Payment Method dropdown menu is located on the Payment Screen.

Use the chart below to determine the current payment scenario for the policyholder and the corresponding Payment Method dropdown option. Then, proceed to the detailed instructions for each payment method.

If your payment scenario is:	In the Payment Method dropdown menu in Policy Center you will select:	See option
Drafting from policyholder's account	eCheck (\$99,999 limit)	A
Any check payable to TWIA (including mortgage company)	Check/Money Order/ Policyholder Online Payment*	C
Any check payable to agent	EFT (if EFT is not available, select a different option)(\$99,999 limit)	B
Premium financed by Wellington (Refer to Wellington Premium Finance Job Aid)	Wellington Premium Finance	Wellington Job Aid
Premium financed by other finance company (Do not use for Wellington - see above)	Check/Money Order/ Policyholder Online Payment* (includes check from premium finance company + down payment from the policyholder)	C
Policyholder Online Payment	Check/Money Order/Policyholder Online Payment*	Online Payment Demo

*Check/Money Order must be received by TWIA or mailed by registered mail, certified mail, other services that provide acceptable, traceable proof of mail date or hand-cancelled regular mail on or before the desired effective date.



Option A- eCheck - Use this option only when electronically drafting a policyholder's account

Ensure disclosures have been completed and delivered to policyholder prior to initiating an eCheck payment. These disclosures are found on the Agent Portal-> Help-> Documents and Downloads in the eCheck Payment Processing section.

****eCheck 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.****

- Select eCheck and click eCheck Information button.
- Click the Auto-Fill button if the policy and bank account holder match.

Auto fill the eCheck payment fields with the Primary Named Insured information

Auto-Fill

- Complete required fields.
- Acknowledge ACH Terms and Conditions.
- Click Submit to TWIA and follow the prompts to complete your application.

Option B- EFT - Use this option when drafting the Agency's account

You must be set up and enrolled in EFT to use this payment option. Contact Agent Services at agentservices@twia.org to complete this process.

****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.****

- Select EFT.
- Click Submit to TWIA. (Only click Submit to TWIA once to avoid multiple EFT transactions)
- Review Documents and Submission Acknowledgement screens.
- Submission Information/Confirmation screen will appear.
- If confirmation screen does not appear, do not resubmit payment, and contact Agent Services.



Option C- Check/Money Order - Use when mailing any check to TWIA, including checks from mortgage companies, online bill payments, and premium finance companies

If your check is from a finance company:

Renewals

On the Qualification Screen, answer “Yes” to this question:

Pre-Renewal Information
Renewal applications are not guaranteed by TWIA. Premium or policy conditions are subject to change and may affect policy issuance. The renewal application is meant to be a preliminary indication of forms and rates. TWIA assumes no responsibility and has no liability for failure of the insured or their agent to affect uninterrupted coverage. Continuous coverage will not be bound unless the renewal is submitted to TWIA with payment for the total amount due prior to Mon Jun 13, 2016 at 00:01:00 CDT

Have there been any repairs, alterations or additions to the building in the past 12 months? Yes No

Will the policy premium be financed? Yes No

All Transactions

On the Policy Info Screen, complete the following sections:

- ✓ Click Add->New Business. (under Premium Financier)

Premium Financier

Add

- ✓ Select the Premium Financier from the dropdown menu.
Enter the required information for the finance company and click OK.

Premium Financier Agreement Type * <none selected>

For all checks, on the Payment Screen, select Check/Money Order.

Amount Due and Payment Summary

Actual Premium	\$203.00
Surcharges	-
Amount Due to TWIA	\$203.00

Payments

Payment Method	Check/Money Order/Policyholder Online Payment
Payment Options	Full Pay
Payment Amount	2 Pay \$203.00

Click Submit to TWIA and follow the prompts to complete your application. Print Payment Coupon from Documents link and mail the coupon and check (including the down payment check if premium financed) to TWIA. The submission will not be processed until the payment and coupon are received by TWIA.

