



INSURANCE

# FRONTLINE INSURANCE BILLING FAQ

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Winter 2018, Version 1.3

## TOPIC: BILLING FAQ'S

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### HOW IS THE NEW BUSINESS INVOICE DUE DATE CALCULATED?

When calculating the due date of a new business invoice, the system will check to see if there are 25 days or less between the date of bind and the effective date of the policy. If there are 25 or more days, the invoice generates overnight and due on the effective date of the policy. Note: The invoice cannot be due on a holiday or weekend. I.e., If the policy was bound on the first of the month with an effective date of the 24th where the 24th is a Saturday, the system will look for the next business day and use that as the "number of days". In this case, since the 9th is a Saturday the system will use the 11th as the "due" date and since this is more than 25 days, the invoice will generate overnight with a due date of 11th. If there is not at least 25 days between the bind date and the policy effective date, the system will set a due date of one month following the policy effective date and the invoice will generate 25 days prior to that date. An invoice cannot be billed more than 25 days before policy effective date. Additional examples below:

### HOW WILL THE PAYOR BE BILLED IF I BIND A POLICY WITH TODAY'S EFFECTIVE DATE?

Because there is not enough time to bill (minimum of 25 days required) an invoice will generate 25 days prior to the following month's due date and if not paid, then a 15 day cancellation notice will generate and if not paid, then it will flat cancel.

### HOW WILL THE PAYOR BE BILLED IF A POLICY IS BOUND TODAY FOR AN EFFECTIVE DATE 5 DAYS IN THE FUTURE?

Because there are not 25 days before the effective date, the invoice will generate 25 days prior to the following month's due date and if not paid, then a 15 day cancellation notice will generate and if not paid, then it will flat cancel. Same clarifications as above.



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## TOPIC: BILLING FAQ'S CONT.

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### **HOW WILL THE PAYOR BE BILLED IF A POLICY IS BOUND TODAY FOR AN EFFECTIVE DATE 26 DAYS IN THE FUTURE?**

Because there are at least 25 days prior to the effective date, the invoice will generate with the overnight cycle and will be due on the effective date of the policy.

### **POLICY BOUND TODAY WITH AN EFFECTIVE DATE 30 DAYS IN THE FUTURE?**

Because there are at least 25 days prior to the effective date, the invoice will generate and mail 5 days later, and will be due on the effective date of the policy.

### **POLICY BOUND TODAY AND BACKDATE 10 DAYS (PER EXCEPTION)?**

Because there is not enough time to bill (minimum of 25 days required) an invoice will generate 25 days prior to the following month's due date and if not paid, then a 15 day cancellation notice will generate and if not paid, then it will flat cancel.

## TOPIC: INSTALLMENT OPTIONS

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### **ARE THE ADDITIONAL INSTALLMENTS (2-4 PAY) ALWAYS DUE A SPECIFIC AMOUNT OF DAYS AFTER THE DOWN PAYMENT DUE DATE?**

2 Pay == the installment will be due 5 months after policy effective date, on the same due day of month, unless that falls on a holiday or weekend; then we extend to the next business day

4 Pay == the installment will be due 2 months after policy effective date, then every three months thereafter, on the same due date of month unless it falls on a holiday or weekend; then we extend to the next business day.

### **WHEN WILL THE INSURED BE BILLED AN EXTRA INVOICE DUE TO POLICY CHANGES?**

Along the normal invoicing cycle; for 2 Pay and 4 Pay, we MAY schedule an additional “catch-up” invoice for premium increases if there is a monthly cycle that would be available.

Premium decreases will be spread evenly across all future planned invoices for that policy term, then to prior terms, then to future terms, then to other policies, then to account level charges.

### PAYMENT HISTORY: WHO, WHAT, WHEN, HOW?

The answers to these questions can all be found in one place; the Payment History section under the Billing Tile.

#### Payment History

PAYOR	APPLIED DATE	AMOUNT PAID	PAYMENT METHOD
Insured	2/16/18	\$699.72	Check
Who made the payment?	When was the payment posted?	What was the amount paid?	How was the payment made?

### WHEN I MAKE A PAYMENT, WHEN WILL IT BE SHOWN IN THE PAYMENT HISTORY SECTION?

After receipt of payment, it takes approximately 24-48hrs to be applied to the policy. We do honor post mark date for mailed payments and paid date for electronic payments.

### IS THERE A DATE SHOWN WHEN THE INVOICE WILL BE MAILED OUT?

The date the invoice will be sent is called the "Bill Date." This can be found in the payment schedule table on the billing screen.

#### Payment Schedule *\*\*Amounts shown below do not include any applicable invoice fees or NSF charges.*

BILL DATE	DUE DATE	AMOUNT DUE
3/12/18	4/6/18	\$1,137.50
6/11/18	7/6/18	\$1,137.50
9/11/18	10/8/18	\$1,137.50