Processing Disability Reversal

Overview

This procedure explains how to process returned payments on disability policies. The return cannot be processed through LSP as other returned payments can. Instead, use the Mainframe system to manually reverse the returned payments for disability policies.

Procedure

Procedure at a Glance

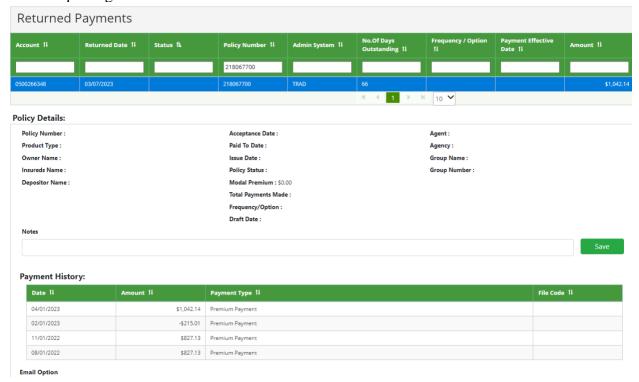
To see this procedure in detail, click the steps above.

Step	Action
1	Identify the number of disability riders associated.
2	Review the total amount due.
3	Determine the Reversal Amount.
4	Set up one PGAM transaction for the base policy and each of its riders.
5	Submit the reversal transaction.

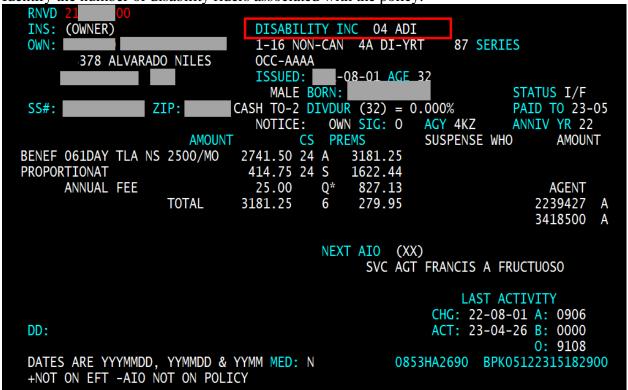
Step 1: Identify the number of disability riders associated.

When processing returns in LSP, if you see a return with no policy information filled in,

1. Look it up using the RNVD screen in Mainframe.



2. Identify the number of disability riders associated with the policy.



Step 2: Review the Total Amount Due

Proceed to the ADID screen and review the total amount due in the top right corner.

The total amount due of should be equivalent to the returned amount displayed in LSP. In this example, it shows \$203.16.

```
INS: (OWNER)
                               STATUS T-5 FEMALE BORN: 59/05/10 PAID TO: 22/07
OWN:
                                                                  NON SMOKER
      218 ADUANA AVE
                               22 DIV: C-2
                                                       RESIDUAL
                                                                          2173.46
                                                                  Α:
                               SIG: OWNER
                                             NOTICE TO: OWN
                                                                  S:
                    ZIP:
                               AGENCY: 087
                                                                  Q:
                                                                           600.28
 SVC AGT: 3115N SCOTT R STORICK
                                                                 SP: *
                                              -BENEFITS
                                              RS
                                                          D L
                                         ΕU
                 COM BEN
                           MON
                                 ANNUAL
                                                                    --SUSPENSE--
   YR SR FR
            OCC DAY PER
                           INC
                                 PREMIUM I B
                                              ADLDBODS
                                                                         AMOUNT
 B 91 87 04 AAAA 091 997
                          5000
                                 1653.50
                                  103.11
                                                            63
  92 87 04 AAAA 091
                           300
                                                            63
        04 AAAA 091
                           318
                                  115.50
                                                            63
 3 94 87 04 AAAA 091
                           337
                                  129.37
                     997
 4 95 87 04 AAAA 091 997
                           357
                                  144.94
                                                            63
 5 96 87 04 AAAA 091 997
                           378
                                                            63
                                  162.35
DATES ARE YY-MM-DD & YY-MM DD:
                                                   0930HA2690 BPK05122310113601
```

Step 3: Determine the Reversal Amount

Proceed to the RECD screen for the base policy and each of the riders to determine what amount needs to be reversed off each of them.

- For the base policy, we need to reverse off \$145.51. (RECD 218589000)
- For the 1st rider, we need to reverse off \$9.07. (RECD 218589001, we replaced the last 0 with 1)
- For the 2nd rider, we need to reverse off \$10.16. (RECD 218589002, we replaced the last 0 with 2)
- For the 3rd rider, we need to reverse off \$11.38. (RECD 218589003, we replaced the last 0 with 3)

- For the 4th rider, we need to reverse off \$12.75. (RECD 218589004, we replaced the last 0 with 4)
- For the 5th rider, we need to reverse off \$14.29. (RECD 218589005, we replaced the last 0 with 5)

RECD 21 000							
INS: (OWN	ER)			CURRENT	CTATUC: T F		
OWN:		AGENCY:	087	PAID TO: 22-	STATUS: T-5 -07 MOD	E: QT	RLY
ACCTNG	EFF	RECEIPT	TYP	E EFF	DISBURSE	MENT	TYPE
22-08-15	08	145.51	PP				
22-07-15	07	145.51	PP				
22-06-15	06	145.51	PP				
22-05-16	05	145.51	PP				
22-04-15	04	145.51	PP				
22-03-15	03	145.51	PP				
22-02-15	02	145.51	PP				
22-01-18	01	145.51	PP				
21-12-15	12	145.51	PP				
21-10-18	11	145.51	PP				
21-10-18	10	145.51	PP				
21-09-15	09	156.55	PP				
21-08-16	08	156.55	PP				
					0853HA2690	BPK0	5122315315700

RECD 21 01							
INS: (OWNE	R)	AGENCY:	087 P /	CURRENT AID TO: 22-	STATUS: T-5 07 MOD	E: QT	RLY
ACCTNG	EFF	RECEIPT	TYPE	EFF	DISBURSE	MENT	TYPE
22-08-15	08	9.07	PP				
22-07-15	07	9.07	PP				
22-06-15	06	9.07	PP				
22-05-16	05	9.07	PP				
22-04-15	04	9.07	PP				
22-03-15	03	9.07	PP				
22-02-15	02	9.07	PP				
22-01-18	01	9.07	PP				
21-12-15	12	9.07	PP				
21-10-18	11	9.07	PP				
21-10-18	10	9.07	PP				
21-09-15	09	9.77	PP				
21-08-16	08	9.77	PP				
					0853HA2690	BPK0	5122315325200

RECD 21 02	-						
INS: (OWN OWN:	IER)	ACENCY.	097		STATUS: T-5		TDI V
		AGENCY:	087	PAID TO: 22-	-07 MOD	E: QT	KLY
ACCTNG	EFF	RECEIPT	TYP	E EFF	DISBURSE	MENT	TYPE
22-08-15	08	10.16	PP				
22-07-15	07	10.16	PP				
22-06-15	06	10.16	PP				
22-05-16	05	10.16	PP				
22-04-15	04	10.16	PP				
22-03-15	03	10.16	PP				
22-02-15	02	10.16	PP				
22-01-18	01	10.16	PP				
21-12-15	12	10.16	PP				
21-10-18	11	10.16	PP				
21-10-18	10	10.16	PP				
21-09-15	09	10.95	PP				
21-08-16	80	10.95	PP		0052042600	DDVA	E12221E222000
					0853HA2690	BPKU	5122315333800

RECD 21 03							
INS: (OWN OWN:	ER)		CURRENT STATUS: T-5				
		AGENCY:	087	PAID TO: 22-0	07 MOD	E: QTI	RLY
ACCTNG	EFF	RECEIPT	TYPE	EFF	DISBURSE	MENT	TYPE
22-08-15	08	11.38	PP				
22-07-15	07	11.38	PP				
22-06-15	06	11.38	PP				
22-05-16	05	11.38	PP				
22-04-15	04	11.38	PP				
22-03-15	03	11.38	PP				
22-02-15	02	11.38	PP				
22-01-18	01	11.38	PP				
21-12-15	12	11.38	PP				
21-10-18	11	11.38	PP				
21-10-18	10	11.38	PP				
21-09-15	09	12.27	PP				
21-08-16	08	12.27	PP				
					0853HA2690	BPK0	5122315342400

RECD 21 04							
INS: (OWN OWN:	ER)			CURRENT	STATUS: T-5		
S		AGENCY:	087	PAID TO: 22-		E: QT	RLY
ACCTNG	EFF	RECEIPT	TYP	E EFF	DISBURSE	MENT	TYPE
22-08-15	08	12.75	PP				
22-07-15	07	12.75	PP				
22-06-15	06	12.75	PP				
22-05-16	05	12.75	PP				
22-04-15	04	12.75	PP				
22-03-15	03	12.75	PP				
22-02-15	02	12.75	PP				
22-01-18	01	12.75	PP				
21-12-15	12	12.75	PP				
21-10-18	11	12.75	PP				
21-10-18	10	12.75	PP				
21-09-15	09	13.73	PP				
21-08-16	80	13.73	PP				
					0853HA2690	BPK0	5122315345900



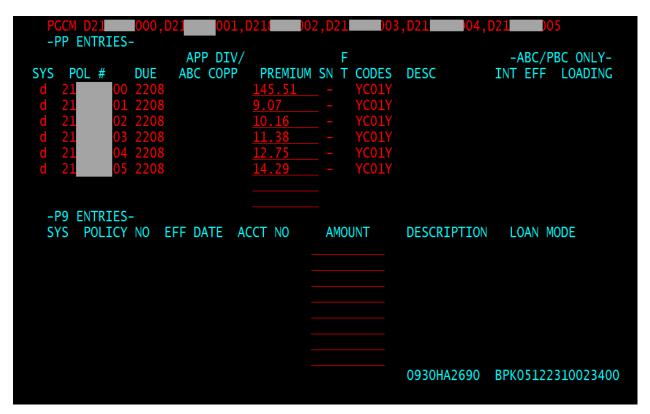
Step 4: Set up one PGAM transaction for the base policy and each of its Riders

Now that we have all of the necessary information,

- 1. Open a new Mainframe session and type PGAM dXXXXXXX00,dXXXXXXX01,dXXXXXXX02,dXXXXXXX03,dXXXXXXX04,dXX XXXXX05. Press the ENTER key on your keyboard.
- 2. In the **PP Entries** section on the top of the screen:

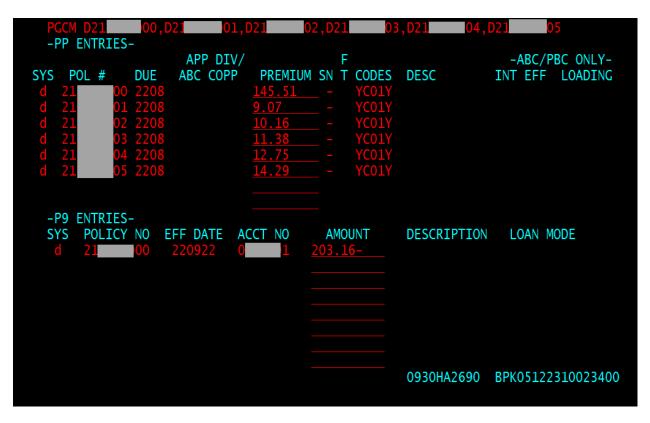
Field	Information
Sys	D
Pol#	policy number for the base policy and each of the riders
Due	new paid to date (the date you are reversing back to) for all rows
Premium	the amounts for the base policy and each of the riders, as determined in Step 3
Sn	-
Codes	YC01Y

3.



4. In the **P9 Entries** section on the bottom of the screen:

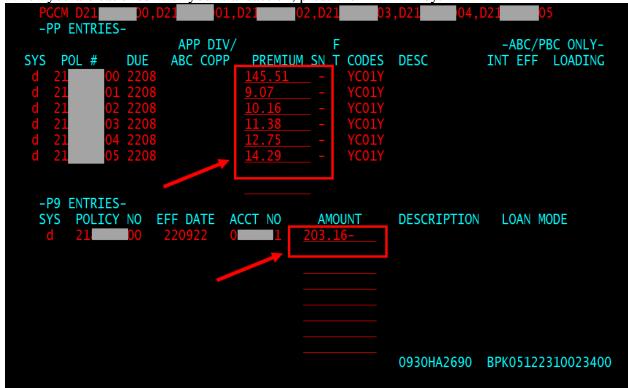
Field	Information
Sys	D
Pol#	policy number for the base policy only
Eff Date	effective date for the returned payment
Account No	the appropriate returned check account (0002601 for EFT, 0002877 for Non-EFT)
Amount	amount of the returned payment in LSP with a -



Step 5: Submit the Reversal Transaction

1. Double-check the amounts entered to ensure the <u>total</u> of the **Premium** field in the PP Entries section matches the **Amount** field in the P9 Entries section.

2. When you are satisfied with your transaction, press the ENTER key.



3. Check if the policy is on EFT. If it is, remove the draft from the EFT Maintenance system. Use the PRMFDXXXXXXXX00,CF to change the base policy and each of the riders to quarterly frequency.

Related Resources

TBD

Article Details

Last Reviewed	5/12/2023	Intended Audience	Inbound Life Billing
Reviewed by	Emily Boisvert	Business Block	Payment Center

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