

AR Guidelines

Please try to follow the below procedures we are here to help in any way we can. Please feel free to send any feedback or suggestions

General

You may want to take one these actions:

Apply debit to credits

Refund Cheque

Send to producer & Management for assistance

Request Write Off from management

Request Payment arrangement and send for approval

Go to Collections

Send Final Reminder letter

Cancel Policy

When possible, put client on direct bill or monthly plans.

Direct Bill Policy will get cancelled after 15 Days

Attach all letters / Emails /Notes in EPIC account for backup.

CC the producer any Invoices and Payment reminders ,when it's for a producer account.

Add Activity reminders, please make sure to add notes to the open activities, every time you contact to the client

Update your comments or when paid on the Renewal sheet, saved on your drive.

Once the payment is collected, kindly close your activities. If you have collected the payment for other CSR, make sure the CSR is notified, and their activity is updated.

In case the policy is on direct bill and payment is collected via cash, cheque to Gold Key or charged on the agency machine. CSR and Prema to be notified immediately as we need to make a cheque to the insurance company in rush, as the policy would be cancelled by the company for non-payment

Your aim should be to have Category 3 and 4 Empty to be on track.

HOME INSURANCE RENEWAL

1. □30 Days Before Renewal Date

Send Renewal Docs and Invoice

Call the client and explain the coverages

Add Activity for follow on renewal date

2. □Day 1 of Renewal Date

Call and follow up with client

If no response or payment send email and use your discretion you can follow up after a few days and make 1 – AR - Invoice Reminder - Nav

4. □Day 20 - 23

Call the client

If no response

Notify the client their policy will be canceled 2 – AR – Final Notice Reminder Nav

Notify the management if you need assistance

5. □Before Day 30 Cancel the Policy

NEW BUSINESS:

All payments or method payment confirmed with the date , for new business, must be collected before or during binding.

If client wants to pay on the effective date this is ok

If the client needs time or 30 days send to nav for Approval.

COM INSURANCE RENEWAL:

1. □30 – 7 Days Before Renewal Date

Send Renewal Docs and Invoice

Call the client and explain the coverages.

Determine if they will pay now or when.

Add Activity for follow on renewal date

2. □Day 1 of Renewal Date

Call and follow up with client

If no response or payment send email and reminder notice

3. ☐Day 20

Call the client

If no response

Notify the client their policy will be canceled

4. ☐Day 30 Cancel the policy

If there is uncollectable outstanding in an account:

Send a 3 – AR - Collection letter for payment outstanding to the client

If still no response-Send 3 – AR - Collection Notice – Nav Registered mail for outstanding payment-in EPIC under Collection letters

Scan and attach the registered letter receipt from the post office to the epic ACCOUNT

Send Info to management

Check if registered letter was received on Canda Post Website

Attach the confirmation to EPIC account

When sending the payment reminder, CC producer

Any Marketing costs or expenses are the responsibility of the producer. Unless they are common items that we already provide or something that is requested and approved by management.

Any write off or any form of discount will be 100% producer responsibility or any arrangements must be requested and approved by management.

If you require any further assistance with any account please feel free to reach out to
or

The report will be scheduled bi-monthly, if you have any questions, please contact us
we are here to help.