

This guide covers the various V1sta billing topics such as terminology, cycles, payment plans, recurring payments, etc. to prepare CSG representatives for billing calls.

V1STA

Billing

Participants Guide

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Introduction

As an introduction to V1sta, we are going to learn commonly used terms, screens and fees.

Terms

Tolerance

This prevents a policy from moving out of Installment Billing if the installment is underpaid by a small amount. The amount is \$15 on all payment plans.

Pause

The pause is the 4 calendar days following the stated due date. The system waits for this pause period before changing a billing cycle.

This pause affects all billing cycles except Cancellation. There is no pause period for Cancellation cycles.

Exception: CA and NY policies. These states have a pause period of 4 business days for all cycles including cancellation.

Installment Recalculation Date (IRD)

Definition: The calendar day that is **21 days** prior to the current Due Date. During an active billing cycle, this is the date after which the current installment is *not* recalculated for debit endorsements. For credit endorsements, it is used to determine if a rebill should produce.

Transaction dates are compared to the IRD:

If the date of a debit transaction is *on or before* the IRD, the transaction will affect the current and future installment amounts due.

If the date of a debit transaction is *after* the IRD, the transaction will only affect the future amounts due.

If the date of a credit endorsement is *on or before* the IRD, a rebill will generate.

If the date of a credit endorsement is *after* the IRD, a rebill will not generate.

Earned Equity Cancellation Check (EEC Check)

The system performs an EEC check in two situations:

- When the due date is reached and the amount due is not satisfied
- When a policy change is made with no remaining installments



This “check” compares the current system date to the date paid coverage ends, and determines the appropriate billing cycle to enter.

Here is the EEC check calculation formula:

1. Identify the Paid Thru Date
2. Subtract the state required cancellation days (usually 15)
3. Subtract print days (2)
4. Legal Notice Issue Date results
5. Subtract the cycle pause days (4 calendar days)
6. The system compares this resulting date with the current policy date, and determines what billing cycle to enter.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				Compare with current system date	Cycle pause subtracted	
		Legal Notice Issue Date	Days to print			
		State cancellation days subtracted				
					Paid Thru Date	

Legal Notice Issue Date (LNID)

This is the date that the Legal Notice of Cancellation will generate. This date is derived from an Earned Equity Cancellation check.

Screens

Like DRC, V1sta has specific screens that contain different information. It will be important for you to know what information can be found on which screens.

Header

The V1STA Header summarizes the information in order to respond quickly to basic billing questions. This header appears at the top of all the V1STA screens.

Display												
ef. No.	ECExhibit	Billing	Installment	Ledger	History	Payments	Deduction	Commission	Recur. Ded.	Sched.	V	
Name						Status	New Policy					
SAN FRANCISCO, CA 94188						Policy Period	4/24/2010 - 10/24/2010					
						Policy Number	AUTO V1STA					
						Account	(9266) 21ST CENTURY INSURANCE					
Phone (Home)		(000) 000-0000				Phone (Work)						
Current Bill Date			7/31/2010		Last Payment Received Date			7/24/2010				
Current Payment Due Date			8/24/2010		Last Payment Received Amount			-66.51				
Current Payment Due Amount			66.51									
Bill Type		RFI SIX PAY		Balance		335.02		Cycle		INSTALLMENT BILLING		
Term Comm		0.00		Comm Paid		0.00		Comm Due		0.00		
Payment Method		RCC		Next Deduction Date		8/24/2010						

The header is broken into three sections. The upper section contains the customer's name, address, phone numbers, effective dates, policy number and account. The middle portion contains the current payment information on the left and the last payment information on the right.

The lower portion displays the payment plan, total policy balance, billing cycle and if the customer is set up on a recurring payment plan.

Let's look for these answers together:

1. Is the policy on Recurring payment?
2. What billing cycle is the policy in?
3. What are the dates of the current term?
4. What billing plan are they on?
5. When is their next payment due?
6. What is the current policy balance?

Billing Screen

The Billing screen displays all transactions posted to the policy, including payments, amendments, fees and renewals. This screen is similar to Transaction History and can be used to find amendment amounts. Let's look at the screen from left to right.



Display										
Ref. No.	ECExhibit	Billing	Installment	Ledger	History	Payments	Deduction	Commission	Recur. Ded. Sched.	
Name						Status	New Policy			
SAN FRANCISCO, CA 94188						Policy Period	4/24/2010 - 10/24/2010			
						Policy Number	AUTO VISTA			
						Account	(9266) 21ST CENTURY INSURANCE			
Phone (Home)		(000) 000-0000				Phone (Work)				
Current Bill Date			7/31/2010		Last Payment Received Date		7/24/2010			
Current Payment Due Date			8/24/2010		Last Payment Received Amount		-66.51			
Current Payment Due Amount			66.51							
Bill Type		RFI SIX PAY		Balance		335.02		Cycle		INSTALLMENT BILLING
Term Comm		0.00		Comm Paid		0.00		Comm Due		0.00
Payment Method		RCC		Next Deduction Date		8/24/2010				
Item	Acc Date	Description	Src / Eff Date	Ref#	Debit	Credit	Postmark	Pmt Type		
1	04/23/2010	PMT-PREMIUM DOWN PAYMENT	100003809217			67.20	4/23/2010	AUTO CC		
2	04/23/2010	UPDATE RECUR PMT METHOD	RCC-00			0.00				
3	04/23/2010	NEW POLICY	04/24/10		336.00					
5	05/24/2010	PMT-NEW POLICY	RCC01243647	3		53.76		RCC		
6	05/29/2010	AMEND - POLICY CHANGE	04/24/10		51.00					
7	06/24/2010	PMT-NEW POLICY	RCC01300858	3		66.51		RCC		
8	07/24/2010	PMT-NEW POLICY	RCC01366273	3		66.51		RCC		
9	08/04/2010	AMEND - POLICY CHANGE	08/04/10		202.00					

					***	589.00	253.98			

Item – the assigned number that uniquely identifies every transaction that is posted to the policy.

Acc Date – The “accounting date” (today’s date) on which the transaction was posted in the billing system.

Description – The description of the transaction based on the amendment type that was user-entered or that was system-assigned.

PMT – a payment that was made towards a new policy, renewal, amend or fee

AMEND – a change to the policy, debit column figures increase premium while credit column figures decrease premium

Src/Eff Date – The Src is the source for payment transactions and includes a reference number. For all other endorsements and transactions Eff is the effective date of that policy transaction.

Ref# - The reference number is the Item number to which a payment or adjustment is applied.

Debit – Any transaction which creates a Debit amount or increases the amount owed is shown here. A running total is kept at the bottom.

Credit – Any transaction which creates a Credit amount or decreases the amount owed is shown here. A running total is kept at the bottom.

Postmark – Used for postmarking payments



Pmt Type – The payment type is used to indicate which avenue the customer used to make their payment

Let's look for these answers together:

1. When was the first amendment made to the policy?
2. When was that change made effective?
3. What was the amount of the last payment?
4. To what lines item(s) did it apply?

Installment Screen

The Installment Screen shows the installments for the current term and the renewal term once it is generated. The installments are recalculated when a payment is made or when changes are made to the policy. This is the screen to use when the customer is asking the amount of their current payment. This is also the screen to use to recap billing after making a change.

Display									
ef. No.	ECE Exhibit	Billing	Installment	Ledger	History	Payments	Deduction	Commission	Recur. Ded. St
Name				Status		New Policy			
SAN FRANCISCO, CA 94188				Policy Period		4/24/2010 - 10/24/2010			
				Policy Number		AUTO V1STA			
Phone (Home)				Account		(9266) 21ST CENTURY INSURANCE			
(000) 000-0000				Phone (Work)					
Current Bill Date		7/31/2010		Last Payment Received Date		7/24/2010			
Current Payment Due Date		8/24/2010		Last Payment Received Amount		-66.51			
Current Payment Due Amount		66.51							
Bill Type		RFI SIX PAY		Balance		335.02		Cycle	
Term Comm		0.00		Comm Paid		0.00		Comm Due	
Payment Method		RCC		Next Deduction Date		8/24/2010		INSTALLMENT BILLING	
								0.00	
Current Bill Schedule as of 8/4/2010									
Item#	Due Date	Description	Amt Due(+)	Fees(+)	Recvd(-)	Offset	Balance		
			Spread	Non-Sprd					
1	4/24/2010	Installment # 1	0.00	0.00	0.00	0.00	0.00		
2	5/24/2010	Installment # 2	120.96	0.00	120.96	0.00	0.00		
3	6/24/2010	Installment # 3	66.51	0.00	66.51	0.00	0.00		
4	7/24/2010	Installment # 4	66.51	0.00	66.51	0.00	0.00		
5	8/24/2010	Installment # 5	66.51	0.00	0.00	0.00	66.51 *		
6	9/24/2010	Installment # 6	268.51	0.00	0.00	0.00	268.51		
TERM PREMIUM:		589.00		NEXT RCC DED:		8/24/2010			
NSF FEES BILLED TOTAL:		0.00		SVC FEES BILLED TOTAL:		0.00			
OTHER FEES BILLED TOTAL:		0.00		NON-INS FEES BILLED TOTAL:		0.00			
ACTIVE TERM:		Current							
CURRENT		RENEWAL							

This is the date of the last transaction or payment

Offset column always balances lines to \$0

Item # - the system assigned sequential number for each installment.

Due Date – the date which that installment is due.

Description – The description of the installment.



Amt Due(+) Spread – The total premium divided equally by the number of installments.

Fees(+) Non-Spr – Fees that are not spread but are collected as a lump, such as installment fees, and amounts owed from prior term.

Recvd(-) – Payments applied to the balance. This should match the amount due.

Offset – Overages or shortages that will carry down to the next installment.

Balance – The current balance due for that installment. Note the asterisk that indicates the current installment owed.

Let's find these answers together:

1. What is the Current installment amount?
2. Where would you find the Renewal schedule once it generates?
3. When will the next Recurring deduction take place?

Ledger Screen

The Ledger chronicles all receivable detail items, payments, adjustments and refunds in a ledger format. This screen is similar to the Billing screen.

Display											
ef. No.	ECExhibit	Billing	Installment	Ledger	History	Payments	Deduction	Commission	Recur. Ded.	S	
Name						Status	New Policy				
SAN FRANCISCO, CA 94188						Policy Period	4/24/2010 - 10/24/2010				
						Policy Number	AUTO VISTA				
Phone (Home)						Account	(9266) 21ST CENTURY INSURANCE				
(000) 000-0000						Phone (Work)					
Current Bill Date			7/31/2010		Last Payment Received Date			7/24/2010			
Current Payment Due Date			8/24/2010		Last Payment Received Amount			-66.51			
Current Payment Due Amount			66.51								
Bill Type		RFI SIX PAY		Balance		335.02		Cycle		INSTALLMENT BILLING	
Term Comm		0.00		Comm Paid		0.00		Comm Due		0.00	
Payment Method		RCC		Next Deduction Date		8/24/2010					
Item	Acc Date	Description	Src / Eff Date	Ref#	Amount	Item Bal	Postmark	Pmt Type			
1	04/23/2010	PMT-PREMIUM DOWN PAYMENT	100003809217		-67.20		4/23/2010	AUTO CC			
2	04/23/2010	UPDATE RECUR PMT METHOD	RCC-00		0.00						
3	04/23/2010	NEW POLICY	04/24/10		336.00	82.02					
4	04/23/2010	CREDIT APPLIED	100003809217	3	-67.20			AUTO CC			
5	05/24/2010	PMT-NEW POLICY	RCC01243647	3	-53.76			RCC			
6	05/29/2010	AMEND - POLICY CHANGE	04/24/10		51.00	51.00					
7	06/24/2010	PMT-NEW POLICY	RCC01300858	3	-66.51			RCC			
8	07/24/2010	PMT-NEW POLICY	RCC01366273	3	-66.51			RCC			
9	08/04/2010	AMEND - POLICY CHANGE	08/04/10		202.00	202.00					

How does this vary from the Billing Screen?



History

The History screen lists all bills mailed to the customer. The most recent bill appears at the top of the list. Since this screen contains the description of the bill, it can be used to determine how often a customer's policy is in cancellation billing.

Display					
Ref. No.	ECExhibit	Billing	Installment	Ledger	History
Name		SAN FRANCISCO, CA 94188		Status	New Policy
Phone (Home)		(000) 000-0000		Policy Period	4/24/2010 - 10/24/2010
				Policy Number	AUTO VISTA
				Account	(9266) 21ST CENTURY INSURANCE
				Phone (Work)	
Current Bill Date		7/31/2010		Last Payment Received Date	7/24/2010
Current Payment Due Date		8/24/2010		Last Payment Received Amount	-66.51
Current Payment Due Amount		66.51			
Bill Type		RFI SIX PAY		Balance	335.02
Term Comm		0.00		Comm Paid	0.00
Payment Method		RCC		Next Deduction Date	8/24/2010
				Cycle	INSTALLMENT BILLING
				Comm Due	0.00
Bill	Bill	Description		Payment	Total
Date	Due Date			Plan	Due (\$)
6/1/2010	6/24/2010	INSTALLMENT BILLING		6-PAY C	266.04
5/3/2010	5/24/2010	INSTALLMENT BILLING		6-PAY C	268.80
					Min Amt
					Due (\$)
					66.51
					53.76

Bill Date – date the bill posted to the policy.

Bill Due Date – date which the payment is due.

Description –type of bill sent. It matches the cycle the policy was in when that bill was mailed.

Payment Plan – the current payment plan the customer is on, i.e. 6-PAY, 2-PAY, 6-PAY C (6 pay on RCC), 6-PAY E (6 pay on RACH)

Total Due – the total balance for the policy term.

Min Amt Due – the minimum amount due (current installment).

Let's find these answers together:

1. What type of bill did we last send?
2. What is the balance remaining in the term?

Payments

The Payments screen displays payments and payment reversals. The most recent payment appears at the top of the list. This screen can be used to verify if a payment has bounced. Or, it can be used in conjunction with the History screen to determine why a policy is in cancellation billing. Use the History screen to determine the minimum amount needed and compare that figure to the most recent payment on the Payment screen.



Display										
Ref. No.	ECE Exhibit	Billing	Installment	Ledger	History	Payments	Deduction	Commission	Recur. Ded. S	
Name						Status	New Policy			
SAN FRANCISCO, CA 94188						Policy Period	4/24/2010 - 10/24/2010			
						Policy Number	AUTO V1STA			
						Account	(9266) 21ST CENTURY INSURANCE			
Phone (Home) (000) 000-0000						Phone (Work)				
Current Bill Date 7/31/2010						Last Payment Received Date	7/24/2010			
Current Payment Due Date 8/24/2010						Last Payment Received Amount	-66.51			
Current Payment Due Amount 66.51										
Bill Type RFI SIX PAY						Balance 335.02	Cycle	INSTALLMENT BILLING		
Term Comm 0.00						Comm Paid 0.00	Comm Due	0.00		
Payment Method RCC						Next Deduction Date 8/24/2010				
Date	Description	Source	Amount	Postmark	Pmt Type					
7/24/2010	PAYMENT	RCC01366273	-66.51		RCC					
6/24/2010	PAYMENT	RCC01300858	-66.51		RCC					
5/24/2010	PAYMENT	RCC01243647	-53.76		RCC					
4/23/2010	E.C. PAYMENT	100003809217	-67.20	4/23/2010	AUTO CC					

Pmt Type – the payment can be made over the phone with a representative using a credit card AUTO CC or it can be mailed in LOCKBOX or using a credit card on the internet ICC.

How much was the last payment we received and when did we receive it?

Fees

There are two types of fees in V1sta; receivable and state fees.

Receivable Fees

These fees are “lumped” into the current or next installment rather than spread over each remaining installment.

Receivables fees are applied *before* the premium.

Examples: Installment fees, Cancellation fees, Reinstatement fees, NSF fees.

Please note that installment fees only post to V1sta when the bill for that installment generates. When reviewing future installments for a customer, remember to add the installment fee to the amount you are providing to the customer.

State Fees, Taxes, Assessments

These fees will spread over each remaining installment.

State fees, taxes, assessments are applied *after* the premium.

Examples: KY taxes, NY Law Enforcement Fee, FL Hurricane Catastrophe Fee.



Due Dates & Billing Cycles

Due dates do not change regardless if the customer pays early or late.

The system will not change a billing cycle until it reaches the due date plus pause. For all cycles except cancellation cycles, the system determines whether the amount due is paid within tolerance and moves to the appropriate cycle.

General Due Date Processing Rules:

In general, a payment that posts during an installment cycle does not generate a new bill. The cycle waits until the due date (plus pause). Payments always apply to the current amount due.

If the customer pays on time:

The next Installment cycle begins.

If the customer overpays:

The excess payment will spread equally over all remaining unbilled installments. V1sta will not lump the excess to the next payment.

If there are no remaining installments, the system will refund the excess payment after waiting 5 business days (the refund pause).

If the customer underpays:

By *less than* the tolerance, the next installment cycle begins. The underpaid amount is spread to the remaining installments.

By *more than* the tolerance, the system performs an Earned Equity Cancellation check to determine how much paid coverage remains, and moves the policy into the appropriate billing cycle.

If a renewal offer exists, any balance is added to the Renewal bill.

Billing Cycles

New Business

This is technically not a billing cycle; rather it is the status that indicates the policy is a new policy.

Installment Billing

This billing cycle indicates that the policy is in installment billing. Individual installment amounts can be located on the Installment screen, with an asterisk indicating the current installment.



V1sta will keep that asterisk on the current installment until that installments due date and pause period had passed. V1sta will not generate the next installment early just because a customer pays early.

Renewal Billing

This billing cycle indicates the renewal has generated. It ends on the renewal effective date.

If a payment or credit is processed in a Renewal cycle that is also billing for a prior term balance the credit is applied first to that prior balance before applying to the renewal.

Late Renewal billing:

Late renewal occurs when the renewal generates < 24 days before the renewal term effective date. The amount due = Renewal down payment + Installment 1. Example: A policy's renewal may generate later due to a temporary state lockout.

None in Progress

This billing cycle indicates the policy is either paid in full or is owed a refund by us. V1sta does not wait until the pause period to change this billing cycle; as soon as the policy balance is zero or less the cycle changes.

Standalone Billing

The Standalone cycle is used to bill for any amounts due when:

A debit endorsement is posted and no installments are left in the term.

An installment payment is missed at the due date, and an Earned Equity Cancellation check determines enough time remains to bill a Standalone cycle before entering Cancellation cycle.

(4-pay) enough time remains to bill a Standalone cycle before entering the next Installment cycle.

Timeframes:

A full **Standalone** cycle is 30 days. A Standalone bill will generate if more than 30 days remain before the term ends or before the Legal Notice Issue Date.

A **Shortened Standalone** cycle is 21 – 30 days. A Shortened Standalone bill will generate if 21 – 30 days remain before the term ends or before the Legal Notice Issue Date.

No Bill Get Payment cycle is less than 21 days before the Legal Notice Issue Date, the installment schedule will read No Bill - Get Payment. Since we need at least 21 days to print a bill, this is the only cycle that does not generate a



paper bill. The header will not contain the due date for this cycle – you must use the installment screen to find the due date.

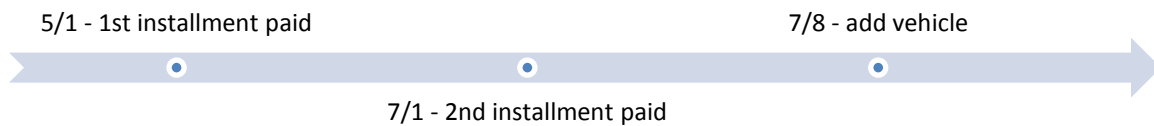
The Standalone Cycles can be considered a “Pre-Cancellation” period. If the customer neglects to pay, V1sta will run the Earned Equity Cancellation check and place the policy into cancellation billing cycle.

The amount due for the Standalone cycle is the amount needed to get the customer back to their normal payment plan. For a customer who has missed an installment, the amount will be the one they missed plus the next one. This will return the customer to installment billing. For a customer who was previously at a zero balance but has made a debit change, the bill will be the amount of the debit change. This will return the customer to a zero balance.

If a policy is in Standalone Billing when a renewal generates, it exits the Standalone cycle and adds the unpaid current term balance to the Renewal Billing cycle.

Example: (2-Pay Plan) – policy term 5/1 – 11/1

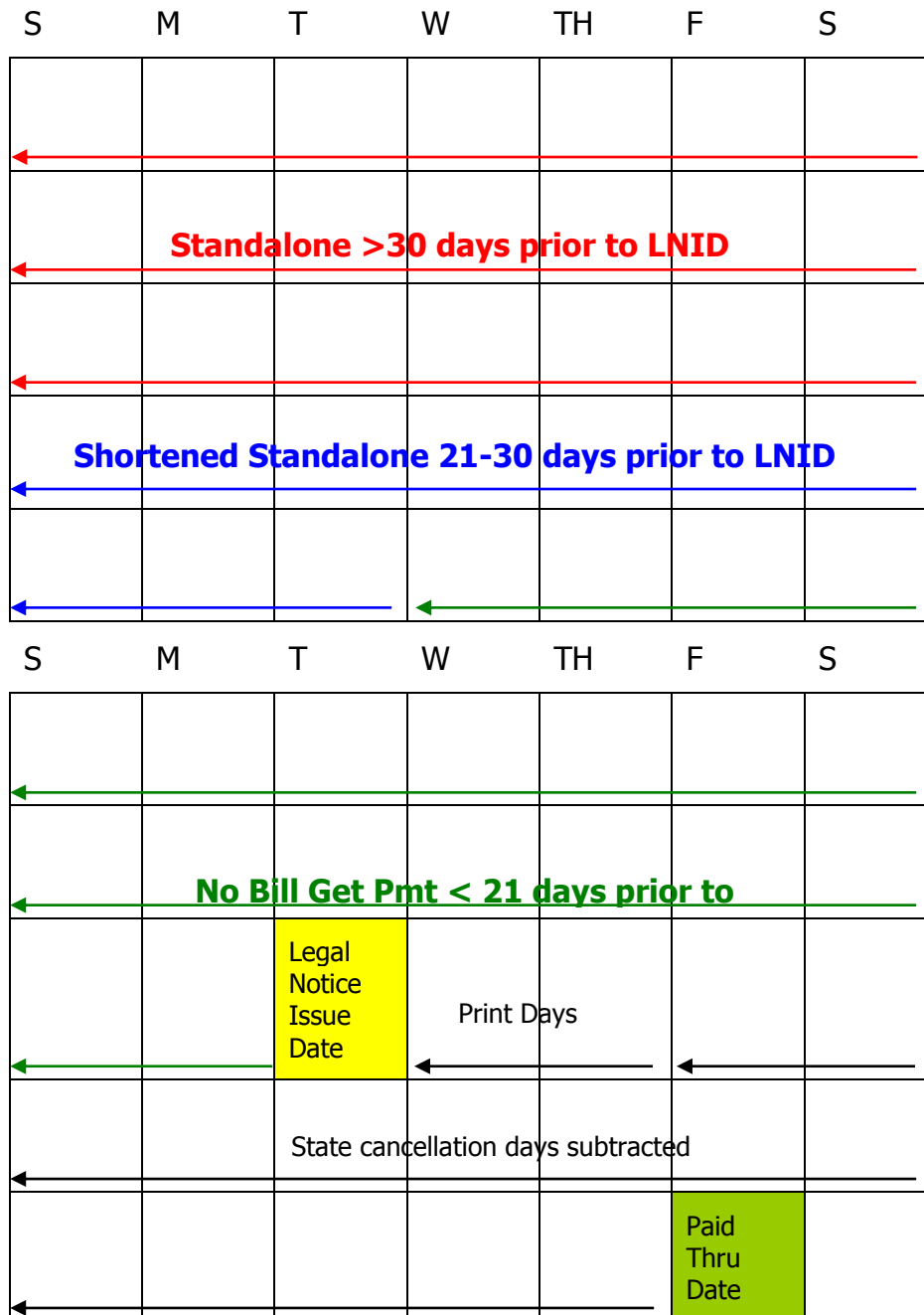
A vehicle is added today, 7/8. The premium increases slightly, and both installments were already paid.



1. What cycle is the policy in on 7/8? _____
2. What cycle is the policy likely to enter? _____
3. Will a bill generate? _____



Standalone Visual Aid



Payment Plans

In most states the renewal package is sent 37 days prior to the renewal date. The bill, however, is sent separately.

Exception states renew 60 days or more in advance.

Depending on the state and underwriting company, we offer a discount for customers on the 1-Pay and 2-Pay plans only.

1 Pay

On a one pay plan, the customer makes one payment for the full policy amount. This payment is due on the term effective date and there are no installment fees with this payment plan.

1 Pay at Inception

The first and only payment at New Business is used to start the policy and pays the balance in full. The Installment screen will show the down payment as New and the cycle will be None in Progress.

Display									
Ref. No.	ECExhibit	Billing	Installment	Ledger	History	Payments	Deduction	Commission	Recur. Ded. St
Name				Status		New Policy			
				Policy Period		8/27/2010 - 2/27/2011			
				Policy Number		AUTO VISTA			
Phone (Home)		BARTOW, FL 33830		Account		(11562) AAA FLORIDA MEMBERS			
		(000) 000-0000		Phone (Work)					
Current Bill Date		8/3/2010		Last Payment Received Date		8/3/2010			
Current Payment Due Date				Last Payment Received Amount		-313.49			
Current Payment Due Amount									
Bill Type		RFI ONE PAY		Balance		0.00		Cycle	NONE IN PROGRESS
Term Comm		0.00		Comm Paid		0.00		Comm Due	0.00
Payment Method		NONE		Next Deduction Date					
Current Bill Schedule as of 8/3/2010									
Item#	Due Date	Description	Amt Due(+)	Fees(+)	Recvd(-)	Offset	Balance		
			Spread	Non-Sprd					
1	8/27/2010	New	313.49	0.00	313.49	0.00	0.00 *		
TERM PREMIUM:		310.39							
NSF FEES BILLED TOTAL:		0.00		SVC FEES BILLED TOTAL:		0.00			
OTHER FEES BILLED TOTAL:		3.10		NON-INS FEES BILLED TOTAL:		0.00			
ACT/TERM:		Current							
CURRENT		RENEWAL							



1 Pay at Renewal

One installment (Renewal) for the full amount is due on the term effective date (renewal date) to pay the policy in full.

Display																																	
Ref. No.	ECExhibit	Billing	Installment	Ledger	History	Payments	Deduction	Commission	Recur. Ded. Sc																								
Name				Status		Renewal																											
SEAFORD, DE 19973				Policy Period		7/13/2010 - 1/13/2011																											
				Policy Number		AUTO VISTA																											
Phone (Home)				Account		(9958) 21ST CENTURY INSURANCE																											
				Phone (Work)																													
Current Bill Date				7/19/2010		Last Payment Received Date		6/22/2010																									
Current Payment Due Date						Last Payment Received Amount		-312.70																									
Current Payment Due Amount																																	
Bill Type		RFI ONE PAY		Balance		0.00		Cycle																									
Term Comm		0.00		Comm Paid		0.00		Comm Due																									
Payment Method		NONE		Next Deduction Date																													
<p align="center">Current Bill Schedule as of 7/19/2010</p> <table border="1"> <thead> <tr> <th>Item#</th> <th>Due Date</th> <th>Description</th> <th>Amt Due(+)</th> <th>Fees(+)</th> <th>Recvd(-)</th> <th>Offset</th> <th>Balance</th> </tr> <tr> <th></th> <th></th> <th></th> <th>Spread</th> <th>Non-Sprd</th> <th></th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>7/13/2010</td> <td>Renewal</td> <td>312.70</td> <td>0.00</td> <td>312.70</td> <td>0.00</td> <td>0.00</td> </tr> </tbody> </table>										Item#	Due Date	Description	Amt Due(+)	Fees(+)	Recvd(-)	Offset	Balance				Spread	Non-Sprd				1	7/13/2010	Renewal	312.70	0.00	312.70	0.00	0.00
Item#	Due Date	Description	Amt Due(+)	Fees(+)	Recvd(-)	Offset	Balance																										
			Spread	Non-Sprd																													
1	7/13/2010	Renewal	312.70	0.00	312.70	0.00	0.00																										
TERM PREMIUM:		312.70																															
NSF FEES BILLED TOTAL:		0.00		SVC FEES BILLED TOTAL:		0.00																											
OTHER FEES BILLED TOTAL:		0.00		NON-INS FEES BILLED TOTAL:		0.00																											
ACTIVE TERM:		Current																															
CURRENT		RENEWAL																															



2 Pay

On a two pay plan, the premium is divided into two equal installments. The first installment is due on the effective date of the term and will not have an installment fee. The second installment is due sixty days later and will have an installment fee.

2 Pay at Inception

Notice that at inception the installment screen looks as if the customer didn't make a down payment. However, looking at the second installment, you can see that V1sta has placed both installments on the second line with the down payment displayed under the received column.

Display									
Ref. No.	ECE Exhibit	Billing	Installment	Ledger	History	Payments	Deduction	Commission	Recur. Ded. St
Name				Status		New Policy			
HUDSON, FL 34667				Policy Period		8/3/2010 - 2/3/2011			
				Policy Number		AUTO V1STA			
Phone (Home) (000) 000-0000				Account		(11474) CHRYSLER OWNERS			
				Phone (Work)					
Current Bill Date			9/2/2010	Last Payment Received Date			8/2/2010		
Current Payment Due Date			10/2/2010	Last Payment Received Amount			-245.73		
Current Payment Due Amount			245.73						
Bill Type		RFI TWO PAY	Balance		245.73	Cycle		INSTALLMENT BILLING	
Term Comm		0.00	Comm Paid		0.00	Comm Due		0.00	
Payment Method		NONE	Next Deduction Date						
Current Bill Schedule as of 8/2/2010									
Item#	Due Date	Description	Amt Due(+)	Fees(+)	Recvd(-)	Offset	Balance		
			Spread	Non-Spr					
1	8/3/2010	Installment # 1	0.00	0.00	0.00	0.00	0.00		
2	10/2/2010	Installment # 2	491.46	0.00	245.73	0.00	245.73 *		
TERM PREMIUM:		486.59							
NSF FEES BILLED TOTAL:		0.00	SVC FEES BILLED TOTAL:		0.00				
OTHER FEES BILLED TOTAL:		4.87	NON-INS FEES BILLED TOTAL:		0.00				
ACTIVE TERM:		Current							
CURRENT		RENEWAL							



2 Pay at Renewal

Display									
Ref. No.	ECExhibit	Billing	Installment	Ledger	History	Payments	Deduction	Commission	Recur. Ded. Sc
Name			Status		Renewal				
BRISTOL, WI 53104			Policy Period		7/28/2010 - 1/28/2011				
			Policy Number		AUTO VISTA				
Phone (Home)			Account		(8984) WISCONSIN DRIVERS				
			Phone (Work)						
Current Bill Date			8/27/2010		Last Payment Received Date			7/28/2010	
Current Payment Due Date			9/26/2010		Last Payment Received Amount			-109.90	
Current Payment Due Amount			109.90						
Bill Type			RFI TWO PAY		Balance		109.90		Cycle
Term Comm			0.00		Comm Paid		0.00		Comm Due
Payment Method			NONE		Next Deduction Date				
Current Bill Schedule as of 8/3/2010									
Item#	Due Date	Description	Amt Due(+)	Fees(+)	Recvd(-)	Offset	Balance		
			Spread	Non-Sprd					
1	7/28/2010	Renewal	109.90	0.00	109.90	0.00	0.00		
2	9/26/2010	Installment # 1	109.90	0.00	0.00	0.00	109.90 *		
TERM PREMIUM:			219.80						
NSF FEES BILLED TOTAL:			0.00		SVC FEES BILLED TOTAL:			0.00	
OTHER FEES BILLED TOTAL:			0.00		NON-INS FEES BILLED TOTAL:			0.00	
ACT/METERM:			Current						
CURRENT			RENEWAL						



6 Pay

On a 6 pay plan, the customer pays an installment each month. The first installment is due on the effective date of the term and will not have an installment fee. The remaining five installments are due the same date each month and will have installment fees.

6 Pay at Inception

The down payment will be higher than the remaining installments. The amount varies by state and can also be lower if the insured sets up recurring payments at inception. This is only at the start of the policy.

Again, notice how the down payment does not appear on the first installment line but is listed on the second installment line under received.

Display																																																																									
Ref. No.	ECE Exhibit	Billing	Installment	Ledger	History	Payments	Deduction	Commission	Recur. Ded. St																																																																
Name		ALHAMBRA, CA 91801			Status		New Policy																																																																		
Phone (Home)		(000) 000-0000			Policy Period		8/15/2010 - 2/15/2011																																																																		
					Policy Number		AUTO V1STA																																																																		
					Account		(9266) 21ST CENTURY INSURANCE																																																																		
					Phone (Work)																																																																				
Current Bill Date		8/22/2010			Last Payment Received Date		8/1/2010																																																																		
Current Payment Due Date		9/15/2010			Last Payment Received Amount		-274.00																																																																		
Current Payment Due Amount		219.20																																																																							
Bill Type		RFI SIX PAY			Balance		1,096.00		Cycle																																																																
Term Comm		0.00			Comm Paid		0.00		Comm Due																																																																
Payment Method		RACH			Next Deduction Date		9/15/2010		INSTALLMENT BILLING																																																																
<p align="center">Current Bill Schedule as of 8/2/2010</p> <table border="1"> <thead> <tr> <th>Item#</th> <th>Due Date</th> <th>Description</th> <th>Amnt Due(+)</th> <th>Fees(+)</th> <th>Recvd(-)</th> <th>Offset</th> <th>Balance</th> </tr> <tr> <th></th> <th></th> <th></th> <th>Spread</th> <th>Non-Sprd</th> <th></th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>8/15/2010</td> <td>Installment # 1</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td>2</td> <td>9/15/2010</td> <td>Installment # 2</td> <td>493.20</td> <td>0.00</td> <td>274.00</td> <td>0.00</td> <td>219.20 *</td> </tr> <tr> <td>3</td> <td>10/15/2010</td> <td>Installment # 3</td> <td>219.20</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>219.20</td> </tr> <tr> <td>4</td> <td>11/15/2010</td> <td>Installment # 4</td> <td>219.20</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>219.20</td> </tr> <tr> <td>5</td> <td>12/15/2010</td> <td>Installment # 5</td> <td>219.20</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>219.20</td> </tr> <tr> <td>6</td> <td>1/15/2011</td> <td>Installment # 6</td> <td>219.20</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>219.20</td> </tr> </tbody> </table>										Item#	Due Date	Description	Amnt Due(+)	Fees(+)	Recvd(-)	Offset	Balance				Spread	Non-Sprd				1	8/15/2010	Installment # 1	0.00	0.00	0.00	0.00	0.00	2	9/15/2010	Installment # 2	493.20	0.00	274.00	0.00	219.20 *	3	10/15/2010	Installment # 3	219.20	0.00	0.00	0.00	219.20	4	11/15/2010	Installment # 4	219.20	0.00	0.00	0.00	219.20	5	12/15/2010	Installment # 5	219.20	0.00	0.00	0.00	219.20	6	1/15/2011	Installment # 6	219.20	0.00	0.00	0.00	219.20
Item#	Due Date	Description	Amnt Due(+)	Fees(+)	Recvd(-)	Offset	Balance																																																																		
			Spread	Non-Sprd																																																																					
1	8/15/2010	Installment # 1	0.00	0.00	0.00	0.00	0.00																																																																		
2	9/15/2010	Installment # 2	493.20	0.00	274.00	0.00	219.20 *																																																																		
3	10/15/2010	Installment # 3	219.20	0.00	0.00	0.00	219.20																																																																		
4	11/15/2010	Installment # 4	219.20	0.00	0.00	0.00	219.20																																																																		
5	12/15/2010	Installment # 5	219.20	0.00	0.00	0.00	219.20																																																																		
6	1/15/2011	Installment # 6	219.20	0.00	0.00	0.00	219.20																																																																		
TERM PREMIUM:		1,370.00		NEXT RACH DED:		9/15/2010																																																																			
NSF FEES BILLED TOTAL:		0.00		SVC FEES BILLED TOTAL:		0.00																																																																			
OTHER FEES BILLED TOTAL:		0.00		NON-INS FEES BILLED TOTAL:		0.00																																																																			
ACTIVE TERM:		Current																																																																							
CURRENT		RENEWAL																																																																							



6 Pay at Renewal

Display									
Ref. No.	ECE Exhibit	Billing	Installment	Ledger	History	Payments	Deduction	Commission	Recur. Ded. St
Name						Status			
SONORA, CA 95370						Renewal			
Phone (Home)						Policy Period			
(000) 000-0000						8/5/2010 - 2/5/2011			
						Policy Number			
						AUTO VISTA			
						Account			
						(9938) 21ST CENTURY INSURANCE			
						Phone (Work)			
Current Bill Date			6/29/2010		Last Payment Received Date			8/8/2010	
Current Payment Due Date			8/5/2010		Last Payment Received Amount			-80.00	
Current Payment Due Amount									
Bill Type			RFI SIX PAY		Balance			400.00	
Term Comm			0.00		Comm Paid			0.00	
Payment Method			RCC		Next Deduction Date			9/5/2010	
					Cycle			RENEWAL BILLING	
					Comm Due			0.00	
Current Bill Schedule as of 8/8/2010									
Item#	Due Date	Description	Amt Due(+)	Fees(+)	Recvd(-)	Offset	Balance		
			Spread	Non-Sprd					
1	8/5/2010	Renewal	80.00	0.00	80.00	0.00	0.00	0.00 *	
2	9/5/2010	Installment # 1	80.00	0.00	0.00	0.00	80.00		
3	10/5/2010	Installment # 2	80.00	0.00	0.00	0.00	80.00		
4	11/5/2010	Installment # 3	80.00	0.00	0.00	0.00	80.00		
5	12/5/2010	Installment # 4	80.00	0.00	0.00	0.00	80.00		
6	1/5/2011	Installment # 5	80.00	0.00	0.00	0.00	80.00		
TERM PREMIUM:			480.00		NEXT RCC DED:			9/5/2010	
NSF FEES BILLED TOTAL:			0.00		SVC FEES BILLED TOTAL:			0.00	
OTHER FEES BILLED TOTAL:			0.00		NON-INS FEES BILLED TOTAL:			0.00	
ACTIVE TERM:			Current						
<div>CURRENT</div> <div>RENEWAL</div>									



6 Pay (Exception States)

This payment plan has one major difference from the 6 pay option we just discussed – in these states we charge the installments 30 days in advance.

6 Pay (Exception States) at Inception

Notice that unlike the other 6 pay plan, this one only has four remaining installments after the down payment. These four installments will have installment fees. This means the first term is divided into five installments instead of six. We do this so we can bill the first installment of the renewal 30 days in advance.

Display									
Ref. No.	ECExhibit	Billing	Installment	Ledger	History	Payments	Deduction	Commission	Recur. Ded. Sc
Name				Status		New Policy			
TUCSON, AZ 85734				Policy Period		8/7/2010 - 2/7/2011			
				Policy Number		AUTO VISTA			
Phone (Home)				Account		(9376) 21ST CENTURY INSURANCE			
				Phone (Work)					
Current Bill Date				8/7/2010		Last Payment Received Date		8/6/2010	
Current Payment Due Date				9/7/2010		Last Payment Received Amount		-168.64	
Current Payment Due Amount				168.64					
Bill Type		RFI SIX PAY		Balance		674.56		Cycle	
Term Comm		0.00		Comm Paid		0.00		Comm Due	
Payment Method		RACH		Next Deduction Date		9/7/2010		INSTALLMENT BILLING	
Current Bill Schedule as of 8/6/2010									
Item#	Due Date	Description	Amt Due(+)	Fees(+)	Recvd(-)	Offset	Balance		
			Spread	Non-Sprd					
1	8/7/2010	Installment # 1	0.00	0.00	0.00	0.00	0.00		
2	9/7/2010	Installment # 2	337.28	0.00	168.64	0.00	168.64	*	
3	10/7/2010	Installment # 3	168.64	0.00	0.00	0.00	168.64		
4	11/7/2010	Installment # 4	168.64	0.00	0.00	0.00	168.64		
5	12/7/2010	Installment # 5	168.64	0.00	0.00	0.00	168.64		
TERM PREMIUM:		843.20		NEXT RACH DED:		9/7/2010			
NSF FEES BILLED TOTAL:		0.00		SVC FEES BILLED TOTAL:		0.00			
OTHER FEES BILLED TOTAL:		0.00		NON-INS FEES BILLED TOTAL:		0.00			
ACTIVE TERM:		Current							
<div>CURRENT</div> <div>RENEWAL</div>									



6 Pay (Exception States) at Renewal

Notice the description of the installments. The first one is 60 Day Renewal and the second one is Renewal. The description of 60 Day Renewal will only appear in the 6 pay states where we bill 30 days in advance. The four remaining installments will have installment fees. Like the other 6 pay plan, this one is due the same date every month.

Display																																																																									
Ref. No.	ECE Exhibit	Billing	Installment	Ledger	History	Payments	Deduction	Commission	Recur. Ded. St																																																																
Name				Status		Renewal																																																																			
BELMONT, NC 28012				Policy Period		5/5/2010 - 11/5/2010																																																																			
				Policy Number		AUTO VISTA																																																																			
Phone (Home) (000) 000-0000				Account		(9376) 21ST CENTURY INSURANCE																																																																			
				Phone (Work)																																																																					
Current Bill Date 8/11/2010				Last Payment Received Date		8/7/2010																																																																			
Current Payment Due Date 9/5/2010				Last Payment Received Amount		-104.28																																																																			
Current Payment Due Amount 104.28																																																																									
Bill Type		RFI SIX PAY		Balance		104.28		Cycle																																																																	
Term Comm		0.00		Comm Paid		0.00		Comm Due																																																																	
Payment Method		RCC		Next Deduction Date		9/5/2010		INSTALLMENT BILLING																																																																	
<p align="center">Current Bill Schedule as of 8/11/2010</p> <table border="1"> <thead> <tr> <th>Item#</th> <th>Due Date</th> <th>Description</th> <th>Amt Due(+)</th> <th>Fees(+)</th> <th>Recvd(-)</th> <th>Offset</th> <th>Balance</th> </tr> <tr> <th></th> <th></th> <th></th> <th>Spread</th> <th>Non-Sprd</th> <th></th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>4/5/2010</td> <td>60 Day Renewal</td> <td>104.30</td> <td>0.00</td> <td>104.30</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td>2</td> <td>5/5/2010</td> <td>Renewal</td> <td>104.28</td> <td>0.00</td> <td>104.28</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td>3</td> <td>6/5/2010</td> <td>Installment # 1</td> <td>104.28</td> <td>0.00</td> <td>104.28</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td>4</td> <td>7/5/2010</td> <td>Installment # 2</td> <td>104.28</td> <td>0.00</td> <td>104.28</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td>5</td> <td>8/5/2010</td> <td>Installment # 3</td> <td>104.28</td> <td>0.00</td> <td>104.28</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td>6</td> <td>9/5/2010</td> <td>Installment # 4</td> <td>104.28</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>104.28 *</td> </tr> </tbody> </table>										Item#	Due Date	Description	Amt Due(+)	Fees(+)	Recvd(-)	Offset	Balance				Spread	Non-Sprd				1	4/5/2010	60 Day Renewal	104.30	0.00	104.30	0.00	0.00	2	5/5/2010	Renewal	104.28	0.00	104.28	0.00	0.00	3	6/5/2010	Installment # 1	104.28	0.00	104.28	0.00	0.00	4	7/5/2010	Installment # 2	104.28	0.00	104.28	0.00	0.00	5	8/5/2010	Installment # 3	104.28	0.00	104.28	0.00	0.00	6	9/5/2010	Installment # 4	104.28	0.00	0.00	0.00	104.28 *
Item#	Due Date	Description	Amt Due(+)	Fees(+)	Recvd(-)	Offset	Balance																																																																		
			Spread	Non-Sprd																																																																					
1	4/5/2010	60 Day Renewal	104.30	0.00	104.30	0.00	0.00																																																																		
2	5/5/2010	Renewal	104.28	0.00	104.28	0.00	0.00																																																																		
3	6/5/2010	Installment # 1	104.28	0.00	104.28	0.00	0.00																																																																		
4	7/5/2010	Installment # 2	104.28	0.00	104.28	0.00	0.00																																																																		
5	8/5/2010	Installment # 3	104.28	0.00	104.28	0.00	0.00																																																																		
6	9/5/2010	Installment # 4	104.28	0.00	0.00	0.00	104.28 *																																																																		
TERM PREMIUM:		625.70		NEXT RCC DED:		9/5/2010																																																																			
NSF FEES BILLED TOTAL:		0.00		SVC FEES BILLED TOTAL:		0.00																																																																			
OTHER FEES BILLED TOTAL:		0.00		NON-INS FEES BILLED TOTAL:		0.00																																																																			
ACTIVE TERM:		Current																																																																							
CURRENT		RENEWAL																																																																							

VISTA "fun fact": Any rounding differences on the installments are added to the first available installment. In the example above, equal installments would be \$104.2833333. The first installment of \$104.30 rolls up each one-third cent difference making the first installment 2 cents more than the others.

3 Pay (New York Policies only)

In New York only we offer a 3 pay option. The premium is divided into three equal installments, each due 45 days apart. The first payment will not have an installment fee while the last two installments will.

3 Pay at Inception

Like the other payment plans at inception, the down payment is lumped to the second line. This leaves the first of 2 equal installments showing under Balance and due 45 days from the inception date. Installment #3, plus installment fee, will be due 45 days after that.

Display									
Ref. No.	ECExhibit	Billing	Installment	Ledger	History	Payments	Deduction	Commission	Recur. Ded. St
Name				Status		New Policy			
				Policy Period		8/7/2010 - 2/7/2011			
				Policy Number		AUTO VISTA			
AMHERST, NY 14226				Account		(9352) 21ST CENTURY INSURANCE			
Phone (Home)				Phone (Work)					
				Current Bill Date		8/22/2010		Last Payment Received Date	
				Current Payment Due Date		9/21/2010		Last Payment Received Amount	
				Current Payment Due Amount		116.49		-116.26	
Bill Type				RFI THREE PAY		Balance		232.88	
Term Comm				0.00		Comm Paid		0.00	
Payment Method				NONE		Next Deduction Date			
						Cycle		INSTALLMENT BILLING	
						Comm Due		0.00	
Current Bill Schedule as of 8/6/2010									
Item#	Due Date	Description	Amt Due(+)	Fees(+)	Recvd(-)	Offset	Balance		
			Spread	Non-Sprd					
1	8/7/2010	Installment # 1	0.00	0.00	0.00	0.00	0.00		
2	9/21/2010	Installment # 2	232.75	0.00	116.26	0.00	116.49	*	
3	11/5/2010	Installment # 3	116.39	0.00	0.00	0.00	116.39		
TERM PREMIUM:		344.14							
NSF FEES BILLED TOTAL:		0.00		SVC FEES BILLED TOTAL:		0.00			
OTHER FEES BILLED TOTAL:		5.00		NON-INS FEES BILLED TOTAL:		0.00			
ACT/TERM:		Current							
<div>CURRENT</div> <div>RENEWAL</div>									



3 Pay at Renewal

At Renewal, notice the due date of the first payment and the effective date of the renewal. The first installment is due 30 days in advance.

Display									
Ref. No.	ECExhibit	Billing	Installment	Ledger	History	Payments	Deduction	Commission	Recur. Ded. Sc
Name				Status		Renewal			
NEWARK, NY 14513				Policy Period		6/21/2010 - 12/21/2010			
				Policy Number		AUTO VISTA			
Phone (Home)				Account		(9684) 21ST CENTURY INSURANCE			
				Phone (Work)					
Current Bill Date		7/20/2010		Last Payment Received Date		7/ 3/2010			
Current Payment Due Date		8/19/2010		Last Payment Received Amount		-83.36			
Current Payment Due Amount		83.36							
Bill Type		RFI THREE PAY		Balance		83.36		Cycle INSTALLMENT BILLING	
Term Comm		0.00		Comm Paid		0.00		Comm Due 0.00	
Payment Method		RCC		Next Deduction Date		8/19/2010			
Current Bill Schedule as of 7/23/2010									
Item#	Due Date	Description	Amt Due(+)	Fees(+)	Recvd(-)	Offset	Balance		
			Spread	Non-Sprd					
1	5/21/2010	Renewal	83.34	0.00	83.34	0.00	0.00		
2	7/5/2010	Installment # 1	83.36	0.00	83.36	0.00	0.00		
3	8/19/2010	Installment # 2	83.36	0.00	0.00	0.00	83.36 *		
TERM PREMIUM:		245.06		NEXT RCC DED:		8/19/2010			
NSF FEES BILLED TOTAL:		0.00		SVC FEES BILLED TOTAL:		0.00			
OTHER FEES BILLED TOTAL:		5.00		NON-INS FEES BILLED TOTAL:		0.00			
ACTVETERM:		Current							
<input type="button" value="CURRENT"/>		<input type="button" value="RENEWAL"/>							

Note: NY Policies may have 6 pay recurring but not 6 pay cash. Old GE policies written in underwriting companies #54, #55 and #57 will remain on the 6 pay plan (see 6-Pay Exception States at renewal).



4 Pay (California Only)

In addition to the 1, 2 and 6 pay options in California, we offer a 4 pay plan. The premium is divided into four equal installments. The first installment will not have an installment fee and is due on the effective date. The remaining three installments will have installments fee and are due the same date every month. As you can see in this example, there are no installments for the last two months of the term.

4 Pay at Inception

Here we can see the down payment is lumped to the second installment.

Ref. No.	ECE Exhibit	Billing	Installment	Ledger	History	Payments	Deduction	Commission	Recur. Ded. Sched.
Name WOODLAND HILLS, CA 91367 Phone (Home)					Status New Policy Policy Period 9/8/2010 - 3/8/2011 Policy Number AUTO VISTA Account (9958) 21ST CENTURY INSURANCE Phone (Work)				
Current Bill Date		9/15/2010		Last Payment Received Date		8/31/2010			
Current Payment Due Date		10/8/2010		Last Payment Received Amount		-76.25			
Current Payment Due Amount		76.25							
Bill Type		RFI FOUR PAY		Balance		228.75		Cycle INSTALLMENT BILLING	
Term Comm		0.00		Comm Paid		0.00		Comm Due 0.00	
Payment Method		NONE		Next Deduction Date					
Current Bill Schedule as of 8/31/2010									
Item#	Due Date	Description	Amt Due(+)	Fees(+)	Recvd(-)	Offset	Balance		
			Spread	Non-Sprd					
1	9/8/2010	Installment # 1	0.00	0.00	0.00	0.00	0.00		
2	10/8/2010	Installment # 2	152.50	0.00	76.25	0.00	76.25	*	
3	11/8/2010	Installment # 3	76.25	0.00	0.00	0.00	76.25		
4	12/8/2010	Installment # 4	76.25	0.00	0.00	0.00	76.25		
TERM PREMIUM:		305.00							
NSF FEES BILLED TOTAL:		0.00		SVC FEES BILLED TOTAL:		0.00			
OTHER FEES BILLED TOTAL:		0.00		NON-INS FEES BILLED TOTAL:		0.00			
ACT/METERM:		Current							
<input type="button" value="CURRENT"/>		<input type="button" value="RENEWAL"/>							



4 Pay at Renewal

Reload
Auto Receivab

Display

Ref. No.	ECE Exhibit	Billing	Installment	Ledger	History	Payments	Deduction	Commission	Recur. Ded. Sched.
Name				Status		Renewal			
EL SAGUNDO, CA 90245				Policy Period		8/2/2010 - 2/2/2011			
				Policy Number		AUTO V1STA			
				Account		(9378) 21ST CENTURY INSURANCE			
Phone (Home)		(000) 000-0000		Phone (Work)					
Current Bill Date				8/9/2010		Last Payment Received Date		8/4/2010	
Current Payment Due Date				9/2/2010		Last Payment Received Amount		-164.50	
Current Payment Due Amount				164.50					
Bill Type		RFI FOUR PAY		Balance		493.50		Cycle	
Term Comm		0.00		Comm Paid		0.00		Comm Due	
Payment Method		RCC		Next Deduction Date		9/2/2010		INSTALLMENT BILLING	
								0.00	
Current Bill Schedule as of 8/9/2010									
Item#	Due Date	Description	Amt Due(+)	Fees(+)	Recvd(-)	Offset	Balance		
			Spread	Non-Sprd					
1	8/2/2010	Renewal	164.50	0.00	164.50	0.00	0.00		
2	9/2/2010	Installment # 1	164.50	0.00	0.00	0.00	164.50 *		
3	10/2/2010	Installment # 2	164.50	0.00	0.00	0.00	164.50		
4	11/2/2010	Installment # 3	164.50	0.00	0.00	0.00	164.50		
TERM PREMIUM:		658.00		NEXT RCC DED:		9/2/2010			
NSF FEES BILLED TOTAL:		0.00		SVC FEES BILLED TOTAL:		0.00			
OTHER FEES BILLED TOTAL:		0.00		NON-INS FEES BILLED TOTAL:		0.00			
ACT/TERM:		Current							

CURRENT
RENEWAL



GE annual policies

Several years ago, we purchased GE's book of business for auto policies. While we don't offer yearlong policies, this book of business came with several. These policies may have 1, 2 or 6 pay plans but they also have the option of 4 and 12 pay. These are for existing GE policies only so there will be no screen shots of these plans at inception.

4 Pay GE

On this payment plan the 12 month policy premium is divided into 4 equal installments. The first installment is due on the effective date of the term and does not have an installment fee. The remaining three payments are due sixty days apart and will have installment fees. This is similar to our two pay plan.

Term Dates 4/16/07-4/16/08. Due Dates 4/16/07, 6/15/07, 8/14/07, 10/13/07.

Bill Type	RFI FOUR PAY	Balance	352.00	Cycle
Term Comm	0.00	Comm Paid	0.00	Comm Due
Payment Method	NONE	Next Deduction Date		

Current Bill Schedule as of 6/21/2007							
Item#	Due Date	Description	Amt Due(+)	Fees(+)	Recvd(-)	Offset	Balance
			Spread	Non-Sprd			
1	4/16/2007	Renewal	174.53	0.00	349.00	174.47	0.00
2	6/15/2007	Installment # 1	116.34	3.00	0.00	-119.34	0.00
3	8/14/2007	Installment # 2	0.00	0.00	0.00	0.00	0.00
4	10/13/2007	Installment # 3	0.00	0.00	0.00	0.00	0.00
5	7/21/2007	Standalone	235.67	0.00	0.00	0.00	235.67 *
6	Pending	Pending	116.33	0.00	0.00	0.00	116.33

TERM PREMIUM:	698.00		
NSF FEES BILLED TOTAL:	0.00	SVC FEES BILLED TOTAL:	3.00
OTHER FEES BILLED TOTAL:	0.00	NON-INS FEES BILLED TOTAL:	0.00
ACTMETERM:	Current		

CURRENT	RENEWAL
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12-Pay: (old GE annual policy)

On this payment plan the 12 month policy premium is divided into 12 equal installments. The first installment is due on the effective date of the term and does not have an installment fee. The remaining eleven installments are due on the same date each month and will have installment fees. This is similar to our 6 pay option.

Billing	Installment	Ledger	History	Payments	Deduction		
Name		Status		Renewal			
LONG BEACH, NY 11561-4674		Policy Period		7/13/2006 - 7/13/2007			
Phone (Home)		Policy Number		AUTO V1STA			
		Account		(70052) AIG AUTO INSURANCE			
		Phone (Work)		(000) 000-0000			
Current Bill Date		5/14/2007		Last Payment Received Date			
Current Payment Due Date		7/13/2007		7/3/2007			
Current Payment Due Amount				Last Payment Received Amount			
				-153.46			
				Paid Thru Date :			
				8/12/2007			
Bill Type	RFI TWELVE PAY	Balance	1,631.74	Cycle	RENEWAL BILLING		
Term Comm	0.00	Comm Paid	0.00	Comm Due	0.00		
Payment Method	NONE	Next Deduction Date					
Renewal Bill Schedule as of 7/3/2007							
Item#	Due Date	Description	Amt Due(+)	Fees(+)	Recvd(-)	Offset	Balance
			Spread	Non-Sprd			
1	7/13/2007	Renewal	148.46	174.30	322.84	0.00	0.00 *
2	8/13/2007	Installment # 1	148.34	0.00	0.00	0.00	148.34
3	9/13/2007	Installment # 2	148.34	0.00	0.00	0.00	148.34
4	10/13/2007	Installment # 3	148.34	0.00	0.00	0.00	148.34
5	11/13/2007	Installment # 4	148.34	0.00	0.00	0.00	148.34
6	12/13/2007	Installment # 5	148.34	0.00	0.00	0.00	148.34
7	1/13/2008	Installment # 6	148.34	0.00	0.00	0.00	148.34
8	2/13/2008	Installment # 7	148.34	0.00	0.00	0.00	148.34
9	3/13/2008	Installment # 8	148.34	0.00	0.00	0.00	148.34
10	4/13/2008	Installment # 9	148.34	0.00	0.00	0.00	148.34
11	5/13/2008	Installment #10	148.34	0.00	0.00	0.00	148.34
12	6/13/2008	Installment #11	148.34	0.00	0.00	0.00	148.34
TERM PREMIUM:		1,780.20					
NSP FEES BILLED TOTAL:		0.00		SVC FEES BILLED TOTAL:		0.00	
OTHER FEES BILLED TOTAL:		5.00		NON-INS FEES BILLED TOTAL:		0.00	
ACTIVE TERM:		Renewal					
CURRENT		RENEWAL					



Recurring Billing Rules

When customers are on recurring payment plans, they are less likely to shop around for other insurance. Plus customers are less likely to cancel for nonpayment when set up on recurring payments.

Customers will receive a deduction plan statement, outlining how much is owed and the date it will be deducted from their accounts or charged to their card. This statement is mailed out prior to their renewal date. No other billing statements will be mailed out unless the amounts change, then a new deduction plan statement is sent.

Recurring Payment Rules:

Recurring deductions will never be taken during Cancellation cycles. A live payment needs to be made to satisfy Cancellation bills. Once out of the Cancellation cycle, the recurring payment plan will once again automatically apply the payments.

Recurring payments will be taken during all other billing cycles, including Standalone, Shortened Standalone and No Bill Get Payment. Payments will draft on the due date, with the exception of No Bill Get Payment – with this cycle V1sta will wait 6 calendar days from the due date to draft the payment.

Setting Up Recurring Payments:

While in the customer's DRC policy, go to DRC, then either Setup Recurring CC or SetUp Rach. Click the dropdown for Payment Method and select either RCC for credit card or RACH for checking or savings account. Complete the necessary credit card or bank information, making sure to read it back to verify it was entered correctly.

If the current AMOUNT DUE has already been billed and you set up the recurring deduction after the Installment Recalculation Date, the current installment will not come out automatically and the automated deduction plan will take effect until the following due date. Therefore, for this current installment, you must take a live payment to avoid cancellation billing.

Use the tool at the bottom of the Update Recurring Payment screen to verify whether the first deduction will be for the current installment or for a future installment. If it states that the deduction will be taken for the CURRENT installment then advise the customer that the next installment and future installments will be taken automatically. If it states that the deduction will be taken for a FUTURE installment, then advise the customer that the current installment will not be taken automatically and they will need to make that



payment manually (mail it in, call back, on line, with you now, etc.) but that the future installments will be taken automatically.

Note: This can be viewed prior to clicking "submit" so the customer can be advised in advance of saving the transaction.

Activation Date:

This field defaults to the day after the current system date (tomorrow's date). There is no need to change this date unless setting up recurring payments for a policy that has been postdated at quasi bind. This would only be necessary if the customer was using two different cards, one for the down payment and one for the recurring. In this instance the activation date would need to be changed to the day after the effective date of the policy.

For example, if today's date was 4/6/12 and the customer wanted the policy to start 5/1/12, sales would postdate the quasi bind with the first credit/debit card information. The call would then be transferred to customer service. Using the second credit/debit card information the rep would set up recurring payments and change the activation date to 5/2/12.

Payment Plan : DIRECT BILL		Pay Plan Option : RFI SIX PAY	
Payment Method : <input type="text" value="RACH"/>			
<hr/>			
Bank Transit :	<input type="text" value="XXXXXXXXXX"/>		
Bank Name :	<input type="text" value="SOVEREIGN BANK"/>		
Authorization Method :	<input type="text" value="WRITTEN"/>		
Bank Account :	<input type="text" value="XXXXXXXXXXXXXXXXXXXX5791"/>		
Bank Account Type :	<input type="text" value="CHECKING"/>		
Facsimile Draft (Y/N) :	<input type="text" value="N"/>		
Activation Date :		Next Due Date :	
<input type="text" value="1/25/2007"/>		<input type="text" value="7/5/2007"/>	
Deduction Day of Month :		View Schedule :	
<input type="text" value="5"/>		<input type="text" value=""/>	
<hr/>			
Deduction of \$ 93.18 will be taken on 7/5/2007 for CURRENT installment 5			

Deactivating Recurring Payments:

If a customer chooses to no longer by on a recurring payment plan, you will first access the customer's DRC policy, go to DRC, then either Setup Recurring CC or SetUp Rach. Click the dropdown for Payment Method and select NONE. Click "Submit" and this will deactivate the recurring payment method.

Recurring Setup on the Billing Screen

Recurring setups will display on the billing screen. The description will be "Update Recur Pmt Method" and the method can be found under Src/Eff Date. In this example, the customer was set up on recurring credit card (RCC). If the

customer had selected pick a date, the date chosen would display after RCC. For example RCC-15 under the Src/Eff Date column would indicate the customer was on recurring credit card and had selected the 15th as their deduction date.

Name		Status		Renewal				
INDIANAPOLIS, IN 46203		Policy Period		5/20/2010 - 11/20/2010				
		Policy Number		AUTO VISTA				
Phone (Home)		Account		(8664) INDIANA DRIVERS				
(000) 000-0000		Phone (Work)						
Current Bill Date		8/13/2010		Last Payment Received Date				
Current Payment Due Date				8/13/2010				
Current Payment Due Amount				Last Payment Received Amount				
				-253.88				
Bill Type		RFI TWO PAY		Balance				
Term Comm		0.00		0.00				
Payment Method		NONE		Cycle				
				NONE IN PROGRESS				
		Comm Paid		Comm Due				
		0.00		0.00				
		Next Deduction Date						
Item	Acc Date	Description	Src / Eff Date	Ref#	Debit	Credit	Postmark	Pmt Type
30	02/03/2010	UPDATE RECUR PMT METHOD	RCC-00			0.00		
31	02/03/2010	PMT-INSTALLMENT FEE	SPAY0	29		5.00	2/3/2010	AUTO CC
32	02/03/2010	PMT-RENEWAL	SPAY0	27		259.23	2/3/2010	AUTO CC
33	04/13/2010	RENEWAL	05/20/10		507.75			
34	05/03/2010	UPDATE RECUR PMT METHOD	UPDATE NONE			0.00		



Debit Endorsements

Let's see how debit changes affect different billing cycles. The due dates of the customer's payment plan don't change, just the amounts. Remember, the Installment Recalculation Date will determine which installments are impacted. If the change is made 21 days before the current due date, both current and future installments will change. If less the 21 days, only the future installments will change.

Sometimes a customer may not recall the change that was made. V1STA will not give details of the change, only the amount of the change. For details of the change consult either Transaction History or Comments.

Before Installment Recalculation Date:

New Business cycle

During the New Business cycle, the down payment is recalculated. A bill will generate for the difference.

Installment cycle

During an Installment Billing cycle, a debit endorsement will recalculate the current and future installments. A new bill will generate for the current installment.

Renewal cycle

During the Renewal cycle, current term debit endorsements will "lump" to the first renewal bill. Renewal term debits will spread among the current and future renewal installments. Let's take a look at an example of how this would appear on the Installment Screen.



This is a regular 6 pay policy with the first installment due on the renewal date.
Policy term is 5/30 to 11/30. The renewal premium is \$600.00

Current Bill Schedule as of 5/3/2013

Item #	Due Date	Description	Amt Due (+)	Fees (+)	Recvd(-)	Offset	Balance
			Spread	Non-Sprd			
1	5/30/2013	Renewal	100.00	0.00	0.00	0.00	100.00
2	6/30/2013	Installment #1	100.00	0.00	0.00	0.00	100.00
3	7/30/2013	Installment #2	100.00	0.00	0.00	0.00	100.00
4	8/30/2013	Installment #3	100.00	0.00	0.00	0.00	100.00
5	9/30/2013	Installment #4	100.00	0.00	0.00	0.00	100.00
6	10/30/2013	Installment #5	100.00	0.00	0.00	0.00	100.00

The customer calls to add a vehicle to the policy on 05/04. The pro-rated amount due to add the vehicle for the remainder of the current term (05/04 to 05/30) is \$96.00. The additional amount due to add the vehicle to the renewal for the full 6 month renewal term is \$300.00.

Because it is prior to the Installment Recalculation Date for the first payment of the renewal term, we will send a new bill for 5/30 installment. This installment will increase to include the **\$96.00** (lump) pro-rated amount due from the **current** term. The additional **\$300.00** to add the vehicle for the full 6 months in the **renewal** term will spread across all 6 (renewal) future installments (\$300/6=\$**50** ea.). The 5/30 installment will now be \$96.00 (pro-rated amount due from the current term) + \$100.00 (original amount due) + \$50.00 (additional amount due to add new vehicle).

$\$96.00 + \$100.00 + \$50.00 = \246.00 . All remaining installments will be \$100.00 (original amount due) + \$50.00 (additional amount due to add new vehicle) = \$150.00.

This is what the installment screen would look like once the addition of the vehicle has been saved. Notice the way V1sta places the current term amount under Non-Spread while the renewal term amount is under the Amount Due Spread column.



New Installment schedule for renewal term:

Current Bill Schedule as of 5/4/2010

Item #	Due Date	Description	Amt Due (+)	Fees (+)	Recvd(-)	Offset	Balance
			Spread	Non-Spr			
1	5/30/2010	Renewal	150.00	96.00	0.00	0.00	246.00
2	6/30/2010	Installment #1	150.00	0.00	0.00	0.00	150.00
3	7/30/2010	Installment #2	150.00	0.00	0.00	0.00	150.00
4	8/30/2010	Installment #3	150.00	0.00	0.00	0.00	150.00
5	9/30/2010	Installment #4	150.00	0.00	0.00	0.00	150.00
6	10/30/2010	Installment #5	150.00	0.00	0.00	0.00	150.00

Standalone cycle

During Standalone Billing or Shortened Standalone, a debit endorsement posted on or before the Installment Recalculation Date will be added to the amount due. A new bill will generate.

If there are fewer than 21 days remaining before the Legal Notice Issue Date, then there is no time to send a bill and the installment cycle will read **"No Bill, Get Pmt."** Take a one-shot payment (a payment for the current amount due).

After Installment Recalculation Date:**New Business cycle**

During the New Business cycle, the debit will spread among future installments.

Installment cycle

During an Installment Billing cycle, a debit endorsement will recalculate the future installments only.

Renewal cycle

During the Renewal cycle, current term debit will "lump" to the second renewal installment. Renewal term debit endorsements will not have an effect on the current installment but will spread among the future installments. Let's look at an example of how this would look on the Installment screen.



EXAMPLE:

This is a regular 6 pay policy with the first installment due on the renewal date. Policy term is 5/30 to 11/30. The renewal premium is \$600.00

Current Bill Schedule as of 5/3/2013

Item #	Due Date	Description	Amt Due (+)	Fees (+)	Recvd(-)	Offset	Balance
			Spread	Non-Sprd			
1	5/30/2013	Renewal	100.00	0.00	0.00	0.00	100.00
2	6/30/2013	Installment #1	100.00	0.00	0.00	0.00	100.00
3	7/30/2013	Installment #2	100.00	0.00	0.00	0.00	100.00
4	8/30/2013	Installment #3	100.00	0.00	0.00	0.00	100.00
5	9/30/2013	Installment #4	100.00	0.00	0.00	0.00	100.00
6	10/30/2013	Installment #5	100.00	0.00	0.00	0.00	100.00

The customer calls to add a vehicle to the policy on 05/15. The pro-rated amount due to add the vehicle for the remainder of the current term (05/15 to 05/30) is \$74.00. The additional amount due to add the vehicle to the renewal for the full 6 month renewal term is \$300.00.

The first payment due 5/30 will not change because the Installment Recalculation Date for that installment has already occurred. The **\$74.00** pro-rated amount owed for adding the vehicle in the **current** term will "lump" onto the next installment due on 6/30. The additional **\$300.00** to add the vehicle for the full 6 months in the **renewal** term will spread across the remaining 5 installments ($\$300/5 = \60 ea.). The 6/30 installment will now be \$74.00 (pro-rated amount due from the current term) + \$100.00 (original amount due) + \$60.00 (additional amount due to add new vehicle) = \$234.00. All remaining installments will be \$100.00 (original amount due) + \$60.00 (additional amount due to add new vehicle) = \$160.00



New Installment schedule for renewal term:

Current Bill Schedule as of 5/15/2013

Item #	Due Date	Description	Amt Due (+)	Fees (+)	Recvd(-)	Offset	Balance
			Spread	Non-Sprd			
1	5/30/2013	Renewal	100.00	0.00	0.00	0.00	100.00
2	6/30/2013	Installment #1	160.00	74.00	0.00	0.00	234.00
3	7/30/2013	Installment #2	160.00	0.00	0.00	0.00	160.00
4	8/30/2013	Installment #3	160.00	0.00	0.00	0.00	160.00
5	9/30/2013	Installment #4	160.00	0.00	0.00	0.00	160.00
6	10/30/2013	Installment #5	160.00	0.00	0.00	0.00	160.00

Standalone cycle

During a Standalone Billing cycle or Shortened Standalone, a debit endorsement posted after the Installment Recalculation Date displays as **Pending** in the installment screen. When the due date for Standalone passes, the system does an Earned Equity Cancellation check and begins another Standalone, Shortened Standalone or Cancellation cycle.

V1sta uses description Pending to indicate that the customer must first resolve the line item above the Pending line. For example, in this screen shot the customer must first pay the Standalone bill and then V1sta will bill for the Pending amount. Of course, the customer could pay both amounts together instead of waiting for V1sta to bill for the Pending amount.

Bill Type	RFI SIX PAY	Balance	188.79	Cycle	SHORTENED STANDALONE
Term Comm	0.00	Comm Paid	0.00	Comm Due	0.00
Payment Method	RACH	Next Deduction Date			

Current Bill Schedule as of 10/28/2005							
Item#	Due Date	Description	Amt Due(+)	Fees(+)	Recvd(-)	Offset	Balance
			Spread	Non-Sprd			
1	6/25/2005	Installment # 1	0.00	0.00	0.00	0.00	0.00
2	7/20/2005	Late Renewal	993.58	0.00	993.58	0.00	0.00
3	8/4/2005	Installment # 2	496.73	0.00	496.73	0.00	0.00
4	9/4/2005	Installment # 3	496.73	0.00	0.00	-496.73	0.00
5	10/4/2005	Installment # 4	1,490.19	0.00	1,490.19	0.00	0.00
6	11/4/2005	Installment # 5	0.00	0.00	0.00	0.00	0.00
7	11/18/2005	Standalone	0.00	0.00	-188.79	0.00	188.79
8	Pending	Pending	3.60	0.00	0.00	0.00	3.60

Note: The status of endorsement is "pending" because it doesn't have a cycle, so what cycle to enter?

TERM PREMIUM:	2,984.10		
NSF FEES BILLED TOTAL:	0.00	SVC FEES BILLED TOTAL:	0.00
OTHER FEES BILLED TOTAL:	0.00	NON-INS FEES BILLED TOTAL:	0.00
ACT/METERM:	Current		

Note: The status of this endorsement is "pending" because it doesn't know what cycle to enter vet.



This example is to show the Pending endorsement only, not any amounts.

No Remaining Future Installments (RFI)

If there are no RFIs, a debit endorsement will change the descriptive on the line item to **Pending** until the due date of the active installment, then that transaction is considered to determine the next billing cycle.

After doing an Earned Equity Cancellation check, the policy will enter Standalone, Cancellation or Renewal.

None in Progress

Debit endorsements during a None in Progress cycle (no balance due), will cause the policy to move (based on equity in the policy) to another cycle, usually a Standalone cycle.



Credit Endorsements

Now let's turn our attention to credit changes. During Installment and Renewal billing cycles, credit changes will spread to all installments, even the current one. During Standalone and Cancellation, the full credit amount will be applied to the Standalone or Cancellation amount. With credit changes, the Installment Recalculation Date only determines if we send an updated bill or not.

Rules for all billing cycles except Cancellation:

New Business cycle

During the New Business cycle, a credit endorsement will always recalculate the down payment amount due. The overage from the down payment will credit any future installments.

Installment Billing cycle

During the Installment Billing cycle, all installments will be lowered by a credit change.

Renewal cycle

During the Renewal cycle, both the current and renewal term credit amounts will spread to the renewal installments.

Standalone Billing cycle

During a Standalone cycle, a credit endorsement will apply fully to the current balance. Remember, when a policy is in Standalone V1sta wants to get the customer back to their original payment plan. Applying the full credit to the Standalone balance is V1sta's attempt to get the customer back on track.

No Remaining Future Installments (RFI)

If there are no RFIs and the credit endorsement brings the balance to zero or less than zero, the policy will enter a None in Progress cycle immediately. The system will refund any outstanding credit after the refund pause which is 5 business days.



Cancellation Billing

At this point, we've talked about every billing cycle except Cancellation. Cancellation Billing has some special rules that we will review now. The Installment Recalculation Date is *not* a factor in Cancellation billing. Let's start by looking at what causes a policy to go into cancellation billing and how to get the customer out of cancellation billing. Then we will look at debit and credit changes during a cancellation billing cycle. Finally, we will talk about what happens when the customer doesn't pay at renewal.

Movement between Different Billing Cycles:

Cancellation Billing

Cancellation billing is caused by either a missed/returned payment or debit changes to the policy that cause the equity in the policy to be in the negative.

Cancellation billing begins on the Legal Notice Issue Date. Remember, V1sta uses the Earned Equity Cancellation Check to find this date. V1sta prints the cancellation bill on the Legal Notice Issue Date.

The amount needed to exit Cancellation billing can be the full policy balance or, with 6 pay policies, the missed installment plus the next one. There are two exceptions: in CA and TX we are only allowed to ask for the missed installment. In some states, we also add a cancellation fee. Like normal installment fees, this isn't added to the policy until the Cancellation bill is mailed.

Moving from Cancellation to Installment Billing

For a customer to return to normal installment billing, they must pay the amount V1sta is requesting and have a future installment yet to be billed. If the cancellation amount is the term balance, the policy would return to None In Progress if paid in full.

Renewal generates during Cancellation Billing:

The cycle stays the same. A new bill generates for the Cancellation, with the same due date. The total balance includes the renewal amount, but the minimum amount due remains the same.

Final Cancellation

If the cancellation amount due is not satisfied by the due date, the system cancels the policy effective the Cancellation Billing due date. This happens during the nightly batch, which means we need the payment the day before the printed due date.



If the cancellation date is past the customer's Paid Thru Date, an Earned Premium Bill generates for the balance. This bill will not have a due date since the policy is already cancelled but will be marked as Due Immediately. If there is a refund due, V1sta will hold it for five business days.

Intent to Cancel (AZ only)

If the amount due is not paid by the due date V1sta will enter Intent to Cancel cycle after the pause. The due date for the Intent to Cancel will be 6 calendar days plus 1 business day.

If payment is not received by the due date the policy will cancel. It does not cancel effective the date on the Intent to Cancel but rather waits 2 days after the pause so that the cancellation notice can be printed and mailed as it must be postmarked the effective the date of cancellation.

Payments made prior to this cancellation date are acceptable, on or after the cancellation date would require normal reinstatement rules.

Debit Endorsement Cancellation Cycle rules:

Debit endorsements posted during a Cancellation billing cycle display as **Pending** and are not billed until the end of the cycle, unless a credit is posted that causes the policy to exit cancellation and return to Installment billing.

A debit endorsement in this cycle will increase the balance, but *not* the minimum amount due. The legal notice amount must be satisfied first.

On the due date, if the cancellation amount due is not paid, the policy will cancel effective the cancellation due date.

If the Cancellation amount due is paid *before* the Installment Recalculation Date of a Renewal Billing cycle, then a current term debit endorsement will be added to the renewal bill.

If the Cancellation amount due is paid *after* the Installment Recalculation Date of a Renewal Billing cycle, then a current term debit endorsement will be added to the next available installment.

Credit Endorsement Cancellation Cycle rules:

During a Cancellation cycle, the full credit will apply to the Cancellation amount due. A refund will issue for any excess credit amount.

If the credit does not pay off the cancellation amount due, the policy will remain in Cancellation Pending or will begin a new Cancellation cycle.



If there are more than 21 days of equity before the Legal Notice Issue Date, there is time to send a Standalone Bill.

Cancellation Billing cycles at Renewal

There are two types of Cancellation Billing cycles at Renewal. The type depends on the state in which the policy is written. These two cycles have some important differences. Let's begin with the most common cycle.

Offer to Reinstate Billing Cycle

If the renewal installment is not paid, the policy will enter the Offer to Reinstate billing cycle. (Exception: NJ)

The amount due on an Offer to Reinstate Bill is:

- The entire balance on a 1-Pay or 2-Pay
- The missed installment amount and the second installment on a 6-Pay (plus a cancellation fee if applicable)

The policy will stay in Offer to Reinstate until a **payment** is made in that cycle. If a credit endorsement is processed during an Offer to Reinstate cycle, the policy will *not* exit Offer to Reinstate.

If the amount due is received prior to the cancellation date, then the billing cycle moves to "None in Progress" for the 1 Pay and on to the next installment cycle for the other pay plans. The due date for the next installment remains the same and does change because the customer was late with their payment.

If the amount due is not received by the cancellation date the policy will cancel back to the renewal effective date. This transaction will be listed in the Transaction History screen as "non-renew per insured's request."

In New Jersey if the payment is not received by the due date (Renewal date), the policy will cancel effective the renewal date. No Offer to Reinstate bill will be mailed.

Renewal Cancellation Billing Cycle (ME, NV, NY, OH, PA – Legal Notice States)

If the renewal installment is not paid, the policy will enter the Renewal Cancellation billing cycle and a cancellation bill will generate usually giving the customer 15 days to make their payment.

The amount due on a Renewal Cancellation Bill is:

- The entire balance on a 1-Pay or 2-Pay
- The missed installment and the second installment on a 3-Pay (NY) or 6-Pay (plus a cancellation fee if applicable)



If the amount due is received prior to the cancellation date, then the billing cycle moves to "None in Progress" for the 1 Pay and on to the next installment cycle for the other pay plans. The due date for the next installment remains the same and does change because the customer was late with their payment.

If the amount due is not received prior to the cancellation date the policy will cancel effective the due date on the bill, not back to the Renewal effective date (exception NY). This means we have provided the customer with at least 15 days of coverage that they have not yet paid for. The system will issue an Earned Premium Bill for this additional coverage we provided.

New York exception: since all New York policies bill 30 days in advance regardless of payment plan these policies will cancel on the renewal effective date. A legal notice will still generate. Old GE NY policies written in underwriting companies #54, #55 and #57 will cancel prorate effective the date on the renewal cancellation bill.



Payment Reversals

V1sta handles returned checks differently depending on the state and whether the policy is in new, midterm or renewal status.

When a payment is returned to us as either insufficient funds or invalid account, V1sta will either enter a Cancellation billing cycle or an Earned Equity Cancellation billing cycle. Again, this varies by state. For right now, let's focus on these billing cycles.

Earned Equity Cancellation Billing

Void States

If a policy enters Earned Equity Cancellation billing after the return of a payment, this indicates that the policy is a void state. This cycle begins the day the payment is returned and lasts just one day. The next day V1sta will cancel the policy back to the effective date of the term.

If a customer calls to make a replacement payment and they are currently in Earned Equity Cancellation billing, do not take a payment. Instead transfer the caller to the cross train line for a re-quote.

For new business this means that their policy never technically began. V1sta will write off the NSF fee.

For renewal customers this means that their renewal term never began. V1sta will not write off the NSF fee. This fee should be collected prior to transferring to the cross train line.

Cancellation Billing

Non-Void states and Mid Term return payments.

If a policy enters Cancellation Billing after the return of a payment, this indicates that the policy state is a non-void state or that the policy is mid-term. At this point, normal Cancellation Billing rules apply.

To avoid cancellation the customer must pay the full amount owed prior to the cancellation date. If that amount is paid, their billing would return to their normal billing cycle.

Adjustments

The same transaction rules above apply for receivables adjustments with RFIs.



If a debit receivables adjustment is posted and there are no remaining installments, the system sets up a 'Pending' cycle and waits until the due date. At that time, it performs an Earned Equity Cancellation check. The policy will enter Standalone or Cancellation billing.

