

Frequently Asked Questions



Agency Sweep, Credit Card and EFT Payments

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What is the Enrollment process?

- Just complete the [Agency Sweep Authorization Form](#) and fax it to the number on the bottom of the form or drop it in the mail.

Can I use Agency Sweep to make a down payment on a new business application?

- Yes, for new Homeowners and Personal Auto business.
- For agencies enrolled in Agency Sweep, the availability to choose Agency Sweep as a down payment option will be available in the drop-down on the “Method of Payment” page in **AgentsXpress**.

How do I make a mid-term or renewal policy payment for a policyholder?

- Click on the “Make Payments” link in AgentsXpress.
- Search for policyholders by name, company name, policy number or account number.
- Payment can be made with a credit card, by one time EFT draft or Agency Sweep.
- Mid-term and renewal payments can be made on all Personal and Commercial Lines direct bill policies.
- This feature will be available to all for all agencies.

Will payment amount due be displayed?

- Yes, the current or outstanding billed amount of the account or policy will be shown.
- If there is not an outstanding bill, the amount due will show \$0.00.

Can I make a payment on a policy currently set up on an EFT payment plan?

- Yes
- The following message will display:

This account is set up for automatic EFT deductions. If this payment replaces a pending transaction, please call us at 800-862-6070, ext. 7200 at least 3 business days prior to the date due in order to stop the transaction.

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The Relationship Company

Can I make a payment on a policy that is past due?

- Yes
- **Payment will be applied, however the policy/account will not be reinstated.**
- The following message will appear when past payments are uploaded:

Payment is past due. Please contact your Underwriter regarding reinstatement. If the Underwriter is not contacted within one business day, a refund check may be issued to the policyholder.

When will the payment be reflected on the policy?

- The payment will be reflected within 3 business days.
- Payment history is available in InquiryXpress for Personal Lines policies or AgentsXpress Commercial for Commercial Lines policies.

Can I get a report of my agencies Agency Sweep activity?

- An Agency Sweep Transaction report will be emailed at the beginning of each month.
- Your Agency Sweep Transaction report will be sent by email to the agency contact email address you provide on the authorization form.

Our Mission

To act with integrity in the service of others.