

## **Direct Bill Commission Download Frequently Asked Questions**

- Q I do not download personal lines, what is the first step to begin direct bill commission download?  
A Call your Agency Management System Software Vendor and provide them with the following information:
- NAIC Company Codes: 15377 (Western National Mutual), 24465 (Western National Assurance) and 40312 (Pioneer Specialty)
  - IVANS Account Number: WNMI
  - IVANS ID Number: WNMI060
  - Origination Number: IBM612921WES
- Contact your Agency Management System Software Vendor to obtain directions for downloading the direct bill commission transmission from your IVANS mailbox.
- Q I currently download personal lines, what is the first step to begin direct bill commission download?  
A Contact your Agency Management System Software Vendor to obtain directions for downloading the direct bill commission transmission from your IVANS mailbox. You will also need to contact the Western National Download Support Line at (952) 921-9281 or (800) 862-6070 ext 7281 to request the commission download be turned on.
- Q When will the direct bill commission download begin?  
A The download will begin with your next monthly statement.
- Q I just signed up for direct bill commission download, is it too late to get the most recent statement (or last month's statement)?  
A No. You can get the most recent statement by contacting Karen Harris at (952) 835-8109 or (888) 760-8426.
- Q What is the timing of the direct bill commission download?  
A Direct Bill Commission download happens once per month. The download will be transmitted to your IVANS mailbox within the first five business days of the current month. The transmission is for the month prior to the current month.
- Q Can I get the download re-transmitted to my IVANS mailbox?  
A Yes. Contact Karen Harris at (952) 835-8109 or (888) 760-8426.
- Q What do I do if the direct bill commission download does not match the actual statement?  
A The download transmission needs to be verified by Western National. Contact Karen Harris at (952) 835-8109 or (888) 760-8426. If there is not a problem with the transmission, you will be asked to determine which items were not included in your download. Do this by comparing each item on the statement to each item on the download. Items not in the download, but transmitted, will need to be manually entered into your management system.
- Q Will I continue to receive a paper direct bill commission statement?  
A Yes.
- Q Will I continue to receive a direct bill commission check each month?  
A Yes.
- Q Can I download my agency bill statement?  
A No.