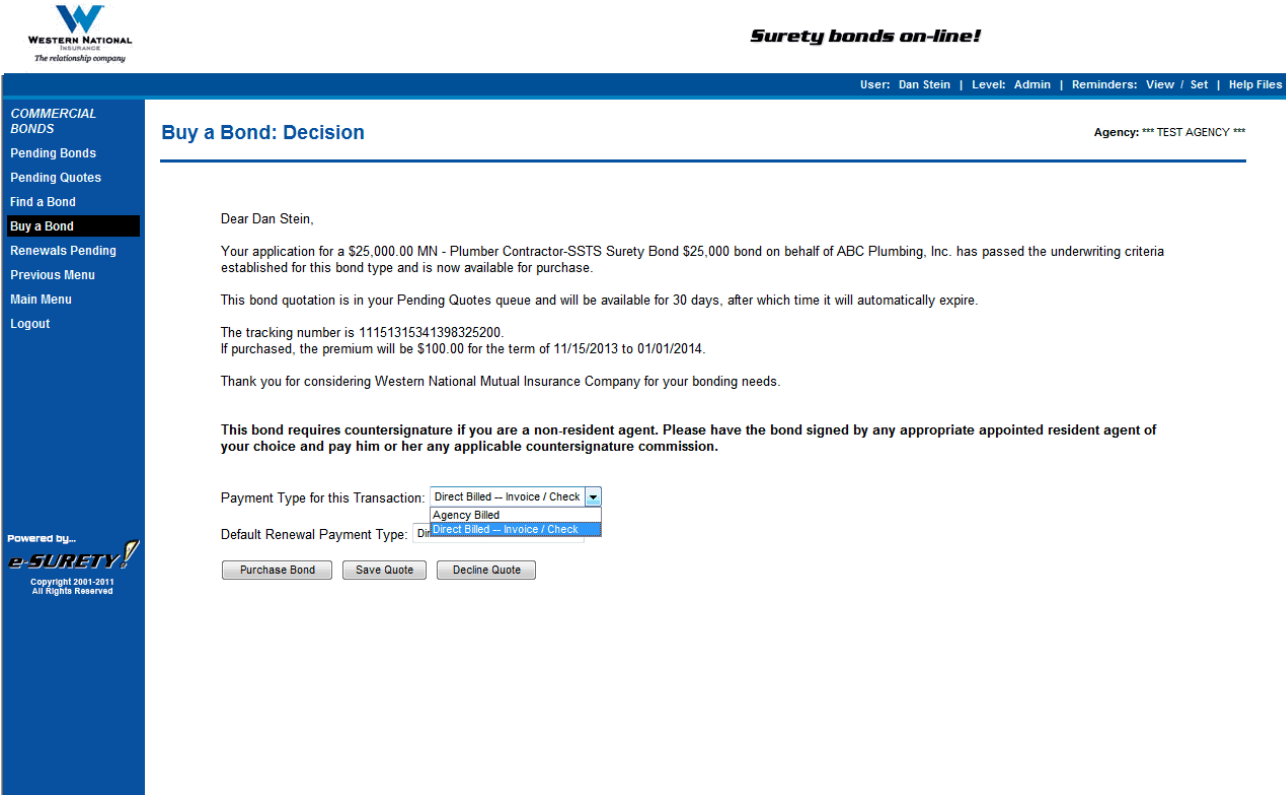


Surety Direct Bill Instructions for EFT and Credit Card Payments

Surety Direct Bill Instructions for EFT and Credit Card Payments

Thank you for signing up for Western National's Direct Bill System. "The Choice is Yours" is now at your fingertips!

When purchasing an eligible cancellable commercial surety bond you will notice the following screen that allows you the option to choose either Direct Bill or Agency Bill. Unlike many systems, we allow the choice to be yours. The option to choose is important, especially if it is a key client where you desire to control all billing functions.



The screenshot displays the Western National Surety Direct Bill System interface. At the top left is the Western National Insurance logo. The main header area includes the slogan "Surety bonds on-line!" and user information: "User: Dan Stein | Level: Admin | Reminders: View / Set | Help Files". A navigation sidebar on the left lists options such as "COMMERCIAL BONDS", "Pending Bonds", "Pending Quotes", "Find a Bond", "Buy a Bond" (highlighted), "Renewals Pending", "Previous Menu", "Main Menu", and "Logout". The main content area is titled "Buy a Bond: Decision" and shows a message to "Dear Dan Stein," regarding a \$25,000 MN - Plumber Contractor-SSTS Surety Bond. The message states that the application has passed underwriting criteria and is available for purchase. It provides a tracking number (11151315341398325200) and a premium of \$100.00 for the term of 11/15/2013 to 01/01/2014. A note indicates that the bond requires countersignature if the user is a non-resident agent. At the bottom, there are two dropdown menus for "Payment Type for this Transaction" and "Default Renewal Payment Type", both currently set to "Direct Billed -- Invoice / Check". Three buttons are visible: "Purchase Bond", "Save Quote", and "Decline Quote". A footer in the bottom left corner reads "Powered by... eSURETY! Copyright 2001-2011 All Rights Reserved".

Your client will receive a billing statement in the mail but either the client or the agent can make a payment on-line.

How A Client Can Make An On-Line Payment

MyAccount

Once the client receives their billing statement, they can pay on-line by visiting www.wnins.com and clicking on My Account. Instructions are given to the client on their billing envelope.



The screenshot shows the Western National Insurance website. At the top left is the logo for Western National Insurance, featuring a large blue 'W' above the text 'WESTERN NATIONAL INSURANCE'. To the right of the logo is the text 'THE RELATIONSHIP COMPANY® (800) 862-6070'. Further right is a search bar with the placeholder text 'Search this Site:' and a magnifying glass icon. Below the logo and search bar is a navigation menu with six buttons: 'ABOUT US', 'FIND AN AGENT', 'MY ACCOUNT', 'CLAIMS', 'AGENT LOGIN', and 'CONTACT US'. Below the navigation menu is a banner image showing a group of people in a meeting, with a calculator visible in the foreground. Below the banner is the 'MY ACCOUNT' section, which includes a heading 'Policy viewing and bill payment made easy', a paragraph of text, and a list of services under the heading 'More My Account:'. The list includes: 'Pay Online (MyAccount)', 'Pay by Phone/Mail', 'Pay by Electronic Funds Transfer (EFT)', 'View Policy Documents (MyAccount)', 'View Billing Plans', 'View Mail Digitally', 'Report a Claim', and 'Get Claim Info'. Below the text and list are three buttons: 'Pay Online & View Your Policy Documents', 'Pay by Phone or Mail', and 'Pay by Electronic Funds Transfer (EFT)'. The text in the 'MY ACCOUNT' section reads: 'At Western National, we believe that accessing your account information should be three things: **quick, easy,** and **convenient.** With quick and simple policy viewing options, easy-to-use payment methods, and convenient billing plans, managing your insurance policies and payments has never been easier.'

MY ACCOUNT Policy viewing and bill payment made easy

At Western National, we believe that accessing your account information should be three things: **quick, easy,** and **convenient.** With quick and simple policy viewing options, easy-to-use payment methods, and convenient billing plans, managing your insurance policies and payments has never been easier.

Pay Online & View Your Policy Documents

MyAccount is our easy-to-use online bill payment and policy viewing tool designed to save you time, money, and the clutter of paper statements. [Sign up](#) or [log in](#) to take advantage of this fast and free payment option today.

Pay by Phone or Mail

Pay by Electronic Funds Transfer (EFT)

More My Account:

- [Pay Online \(MyAccount\)](#)
- [Pay by Phone/Mail](#)
- [Pay by Electronic Funds Transfer \(EFT\)](#)
- [View Policy Documents \(MyAccount\)](#)
- [View Billing Plans](#)
- [View Mail Digitally](#)
- [Report a Claim](#)
- [Get Claim Info](#)

How an Agent Makes a Payment through AgentsXPress

If the agency wants to make a payment, enter **AgentsXpress Commercial**.

WESTERN NATIONAL INSURANCE **AgentsOnline**

YOU ARE SIGNED IN AS: msheiwett SIGNOUT

My Profile

Welcome to AgentsOnline

NEW! SuretyOnline™ is now available! Click here or click the SuretyOnline link below to enter

AgentsXpress Access **AgentsXpress Personal** to:

- Quote and submit Personal Auto, Homeowner's, Personal Umbrella and Dwelling Property new business
- Convert quotes to applications
- Policy changes for Personal Auto and Homeowner's
- Save and retrieve pending applications
- View and print policy documents, invoices, and ID cards
- Make payments (agency sweep, credit card, and EFT)
- Create and view Replacement Cost Reports

Access **AgentsXpress Commercial** to:

- Quick Submit an application
- View billing and claims information
- View and reprint declarations pages, ID cards, and policy forms
- Make payments (agency sweep, credit card, and EFT)
- Create and view Loss Experience Reports

SuretyOnline Access **SuretyOnline** to:

- Purchase surety bonds online - it's easy, fast, and secure!
- Quickly quote, purchase, and print out the completed bond form, power of attorney, and billing -- all in **less than one minute!**
- Access our extensive bond forms library

Next, Under Other, Click on Make Payments

https://waagencies.wnins.com/ - Western National Insurance Group - AgentsXpress - Windows Internet Explorer

WESTERN NATIONAL INSURANCE **AgentsXpress**

PRINT HOME YOU ARE SIGNED IN AS: MSHEIWETT SIGNOUT HELP

Welcome HOME OFFICE AGENCY

Select Producer of Record:

Please select one of the following:

- Personal Lines**
 - Pending Activity (Application/Quotes/Policy Changes)
 - Transaction History
 - View Existing Replacement Cost Reports
 - Purged Transaction History
- Commercial Lines**
 - Commercial Lines System
- Other**
 - Make Payments
 - View Policy Documents

Please click here to fill out our quick survey.

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Now Select the Payment Method: Credit Card, EFT or Agency Sweep

https://wagencies.wnins.com/ - Western National Insurance Group - AgentsXpress - Windows Internet Explorer

WESTERN NATIONAL INSURANCE AgentsXpress

PRINT HOME YOU ARE SIGNED IN AS: MSHEWITT SIGNOUT HELP

Agency: HOME OFFICE AGENCY-901 Policy Number: BOP-000004 00
Insured: TEST CASE #6 IA

Make a Payment

****NOTE:** You have selected to pay an individual policy. This client is on an Account Bill Pay Plan. To pay the correct minimum due, select Pay Account Statement.

Pay Account Statement

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.

Payment:

Minimum Due: \$0
Amount Paid: \$ 0
Paid By: [Dropdown]

< Back Exit Payment Information Next >

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Now Select the Payment Method: Credit Card, EFT or Agency Sweep

eCustomerCare
User: Agent4WNI
Bill: Western National
Close Window

credit card payment - payment information

TEST CASE #6 IA
11 E CHURCH ST
MARSHALLTOWN, IA 50158 Account: 000001022574

credit card account information

Card number: [Input]
Card verification ID: [Input]
Expiration date: [Input] (mm/yyyy)
Type: Consumer Commercial

credit card billing information

Note: If entering a commercial credit card, the business name and card billing address should be entered below.

Name on card: TEST CASE #6 IA
Address line 1: 11 E CHURCH ST
Address line 2: [Input]
City/State/ZIP: MARSHALLTOWN, IA 50158

payment information

Reference number: 2 010001003285
Payment date: 10/10/2013
Payment amount: \$ 0 (99.99)

Cancel Payment Continue

Making a Payment by Electronic Funds Transfer from Checking or Savings is Very Easy! You need the Name of the Financial Institution, Routing and Account Numbers and the amount of the payment.

The screenshot shows the 'AgentsXpress' portal for Western National Insurance. At the top, there are logos for Western National Insurance and AgentsXpress. Below the logos, there are navigation links: PRINT, HOME, YOU ARE SIGNED IN AS: MSHEWITT, SIGNOUT, and HELP. The main content area displays the following information:

Agency: HOME OFFICE AGENCY-901
Insured: TEST CASE #6 IA
Account Number: 0001003205

Make a Payment

Payment:

Minimum Due:	\$0
Amount Paid:	\$ 0
Paid By:	Electronic Funds Transfer (EFT)

EFT Information

By completing the information below, your client's payment(s) will be made via an electronic funds transfer (EFT) and automatically be deducted from his or her account.

Name of Financial Institution:	<input type="text"/>
Routing Number:	<input type="text"/>
Account Number:	<input type="text"/>

Checking
 Savings

< Back Exit Payment Information Next >

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The bond premium is now paid. Thank you for using Western National's Direct Bill option. If you have any questions, [please give us a call at \(800\) 352-2772 toll-free](tel:8003522772).

Thank You for your Business!