

# DIRECT FAX SYSTEM

## Procedures for Agent Use

### ***NOTE: USE ONLY FOR PAC AND CREDIT CARD PREMIUM MODES***

**\*\*\*** *If you have received a check from the applicant for initial premium DO NOT submit the application via fax. Instead, mail the application and the check.*

Using a dedicated fax machine, fax only new business applications and all required forms and documentation to **888-312-1974**. Applications will not be accepted for processing if faxed to another fax number.

- Fax the Application Transmission Sheet. (Include your full name and phone number.)
- Fax the signed authorization for credit card policies. For PAC, fax a voided check. **DO NOT submit payment.**
- The initial draft will be for the number of months to pay the policy current. If the application is delayed in Underwriting for additional information, the initial draft could be for more than one month. The applicant must be advised of this.

### **Here's how the Direct Fax System works:**

- Your fax will be received directly into a queue in our Imaging Workflow system. Within 4 hours, you will receive a confirmation fax, sent to the fax number the application(s) was received from, verifying receipt of the application(s).
- If no confirmation is received after 4 hours, please call us at (850) 435-8149. In no event should you re-fax without confirmation.
- Please confirm on your end that the fax was received for the correct number of pages.
- If the correct number of pages were NOT confirmed as received, please **DO NOT RE-FAX** anything until you have been contacted. Please **DO NOT SEND THE APPLICATION. DO NOT DESTROY THE APPLICATION** paperwork until you receive the policy itself.
- If asked to resubmit a portion of the pages, please use the same transmission sheet, checking the box marked ADDENDUM to clearly alert the Imaging Department of what is being faxed.

If there is a problem with the faxed documents received, one of our Imaging representatives will call the contact person at the number listed on the transmission sheet. If there is an amendment or other requirement on delivery, you will be asked to collect the appropriate premium upon delivery of the policy.

Commissions, including advances if applicable, are paid when the policy has been issued. Premium will be drafted after the application has been processed and approved. Credit card payments are generally drafted on Fridays following the issue date. PAC (bank draft) payments occur weekly on the 7th, 15th, 21st and 28th of the month.

Specific draft day requests do not apply to this initial payment, but will apply to subsequent payments.

