



Texas Security General

INSURANCE AGENCY, LLC.

Commercial Lines FAQ - Accounting

Q: I need to make a payment on a commercial lines policy, how do I do this?

A: For your convenience we offer multiple payment options.

- Mail in a check or certified funds
- Check by phone (No service fee)
- Online Payments
- ACH/ECheck (No service fee)
- Credit Cards (Service fees applied)
- E-Check Form
- ACH Request Form

To take advantage of our payment options online please visit:

<https://txsecgen.epaypolicy.com/>

Q: Do I need to pay each invoice individually or can I pay the statement balance?

A: Effective May 1st, 2015 we began billing on an invoice basis. All payments are due the latter of 15 days past the invoice date or the effective date of the policy.

Q: When do the monthly statements arrive and how are they sent?

A: Statements are sent out via email on the 1st business day of the month. If you are not currently receiving monthly statements, please call our CL Accounting Department so we may update your mailing and/or email address in our commercial lines system.

Q: I've made a payment over the phone before, why do you need my information again?

A: You may have multiple checking accounts set up in our system, so we ask for the routing and bank account number to ensure that all funds are being drafted from the correct account and avoid any banking issues on your end.

Q: How do I know the amount of commission to withhold?

A: Commission amounts are located on your statement to the right of the gross premium, as well as the middle bottom of the individual invoice.

Q: Do I withhold my commission or submit it with the payment?

A: Commercial lines commissions are handled differently than personal lines, so we ask that you withhold your commercial lines commission prior to sending in your payment. Please ask your insured to make their check out to your agency so you may withhold your commission and submit your agency payment to TSGA.

Q: If I accidentally submitted the payment with my commission included, when will I get the commission back and how will I receive the money?

A: Any overpayment submitted within the month will be refunded by the 15th of the following month. We will mail a check to the address on file. Unlike personal lines, commercial lines does not offer the direct deposit option.

Q: How do I know how much to charge my insured?

A: Our CL invoices have a breakdown at the bottom of the page. The insured should be billed for the lower left amount (gross amount), and you should remit the lower right amount (net amount).

Q: I need to set up financing for my insured's policy, how do I do this?

A: We offer the convenience of in-house financing with TSG Premium Finance (TSGPF)! Please call Veronica at Ext. 7460 or e-mail her at veronica@txsecgen.com for expedited issuing of a finance agreement. If you chose to use TSGPF we can ensure all funds will be received in a timely manner and no notices of cancellation will be sent. This is a great benefit of using our in-house finance company.

Q: How much is the down payment if I'm using TSGPF?

A: The down payment amount is located on the finance agreement. Please ask your insured to make the down payment amount payable to your agency. Once you receive their payment, withhold your commission and issue an agency check to Texas Security General.

Q: I submitted all the information, including my insured's EFT form, to the finance company. Why was the down payment not drafted?

A: Down payments must be paid via telephone or mailed. The insured's banking information submitted to TSGPF cannot be used as a form of payment to TSGA. You submit the insured's down payment less your agency commission to commercial lines accounting.

Q: I made the first installment to the finance company, why are you showing balance due on the policy?

A: The first installment for the finance company is entirely separate from the policy down payment. Both need to be paid prior to the due dates specified.

Q: I need to pay the down payment but I'm using an outside finance company, how much needs to be paid?

A: You need to contact the outside finance company for this information. Unless we receive a finance agreement with the breakdown or have already been funded by the finance company, we will not know the amount you need to pay. This is another benefit of using our in-house financing company!

Q: The policy was set up for financing, why are the additional premiums not being funded?

A: If you are using our in-house finance company, TSGPF, any additional premium will require a loan endorsement, and a revised finance agreement will need to be signed. Contact Veronica at Ext. 7460 to obtain the finance agreement. If you are using an outside finance company you must contact them to add the additional premiums. Additional premiums are **not** automatically added to a finance note.

Q: I used an outside finance company, why did I receive an NOC?

A: All funds (down payment and finance money) need to be received, in house, by the due date. Until both have been received, the account remains unpaid and an NOC will be sent. A rescission will not be processed until the policy has been paid in full.

Q: If my insured's policy was paid in full why did it cancel?

A: Cancellations can be sent from the carrier and the finance company. Oftentimes cancellations are the result of non-payment to the finance company.

Q: If my insured's policy cancels, why am I responsible for any amount on the policy if it was only active for a short period of time?

A: Commercial lines requires a 25% minimum earned premium (MEP) on every policy, regardless of how long the policy was active. A signed waiver to this effect is obtained from your agency prior to binding each policy. The 25% MEP is immediately earned and due. There are no flat cancellations for commercial lines policies.

Q: After the policy cancelled, why do I owe commissions back to TSGA?

A: Since you are paid the full commission upfront, the unearned portion will be due back to TSGA if the policy cancels or if there is a return premium.

Q: I received a collection letter, what is this for?

A: Collection letters will be sent out the first week of the month for any amount that is PAST DUE from the previous month. This is to allow collection of these funds and prevent your agency from reaching a SUSPENSE status in our system.

Q: I received a demand letter, what is this for?

A: Following a collection letter, if a balance is still outstanding on your account a second letter (the demand letter) will be sent to your agency. This indicates the balance is seriously past due, and TSGA may refer your account to a collection agency if the balance remains unpaid.

Q: I received my statement and it doesn't include the past due amounts you say I owe, do I still need to pay?

A: Yes, the statements will reflect only what is still in our system. The total balance may not be reflected on your *current statement*, but those funds are still due.

Q: Why am I suspended from quoting or binding policies?

A: Once your agency balance has become delinquent, you will need to contact our CL Accounting Department to pay your outstanding balance so that binders and quotes can be issued in a timely manner.

Q: I have past due balances on my account, and I haven't received my personal lines commissions, why not?

A: Commission amounts due to your agency from personal lines and commercial lines (if applicable) will be applied to the past due balance.

Q: I have never received notice that I owed on this account, why am I getting a demand letter if I haven't received anything before?

A: Invoices are sent out the day of binding to the CSR listed on the account. We also send a statement at the beginning of the month, so you should have received a payment due notification prior to receiving a demand letter. If your agency is not currently receiving e-mailed statements, please call our office immediately to update your e-mail in our system.

For Commercial Lines Accounting questions, please contact our CL Accounting Department or send an email to accounting@txsecgen.com

Commercial Lines FAQ – Underwriting

Q: Do I have to fill out every question on the Commercial Application?

A: Yes! We must have a completed application in order to provide you with a quote. We are unable to properly underwrite the risk without all the required information. If we receive an incomplete application, we will have to send it back to you prior to providing a quote. In addition, for auto quotes if there is prior coverage, all our markets will require that we forward 3 years currently valued loss runs. Please provide at the time of submission.

Q: Do you provide phone quotes?

A: If you need a P&C quote you will need to email your application to quotes@txsecgen.com. You can also contact our **P&C** phone quoting department at **1-855-769-7807**. Our transportation underwriters can provide you with a phone quote for auto. However, we prefer that you submit your application to quotes@txsecgen.com, since we may need to do further research before we can provide you with a quote.

Q: Can you provide financing for my insured's commercial policy?

A: Absolutely! We have our in-house finance company, TSG Premium Finance (TSGPF) that offers **competitive rates**. By utilizing our in-house finance company, we can ensure all funds will be received and avoid unnecessary cancellations. The policy must be written through Texas Security General to offer a finance agreement with TSGPF. TSGA would like to finance all your insured's financing needs for CL and PL.

Q: Do I need to sign the 25% MEP Disclaimer?

A: Yes, Commercial Lines require a signed disclaimer for every policy. Please be sure to review carefully. Even if the policy is only active for a few days, 25% of the policy is still earned and due. There are no flat cancellations on commercial lines policies.

Q: Can my Underwriter answer questions about my account current or billing questions?

A: The Underwriter does not have access to the accounting system. If you have a question about your account current you can contact our Commercial Lines Accounting department. If you have questions about your insured's TSG Premium Finance account, you can contact **Veronica** at **ext. 7460**.

Q: How long does it take to receive a quote back once I have submitted to TSGA?

A: If you are requesting a contract or auto quote, you should receive a quote within 24-48 hours of your submission being received. You can contact our phone quoting department for your **P&C** needs at **1-855-769-7807** and obtain an instant phone quote in less than 5 minutes. If you submit a quote request to Sabas in our P&C department it could take up to 5 days as we will need to submit to various markets to ensure you receive the best rates and coverage.

Q: If TSGA requests additional documentation, where do I fax it to?

A: You can fax requested information to **1-800-714-7110**. Be sure to include the person's name that you are sending it to. This will ensure timely delivery.

Q: How can I access Acord forms and applications?

A: TSGA makes doing business easy and convenient! You can access all the applications and documents on our website at www.texassecuritygeneral.com under the Commercial Lines tab and choose applications.

Q: Why do I have two different CL Underwriters?

A: TSGA's knowledgeable and experienced staff is ready to answer your questions. Depending on if you need an auto quote or P&C quote, we have Underwriters who specialize in each line of business. This allows us to build strong agency relationships while providing you with the exceptional service that you deserve!

Q: I forgot my log in information. Who can I contact?

A: If you are having problems logging in to our on-line raters or have simply forgotten your log-in information, you can contact **Marketing Support** Michelle Tichenor-Mukai at michellef@txsecgen.com. She will be happy to assist you!

Q: I missed the last webinar, when is the next one?

A: You can join us for our Commercial Lines Webinars every other Tuesday. You will receive invitations in your email inbox. If you are not subscribed to receive these announcements and other information on new products and markets, please email lydia@txsecgen.com or fill out our **CONTACT US** page on our website at www.texassecuritygeneral.com.

Q: I contacted your phone quoting department and would like a finance agreement, who can I contact?

A: Please send an email request to premiumfinance@txsecgen.com and we will send you a finance agreement by the end of business on that same day.

Q: Is TSGA allowed to speak to my insured regarding their policy or a claim?

A: Due to the complexity of Commercial Lines policies the insured would need to contact the Agent for questions regarding their policy or a claim. The Agent will be able to assist with a solution to the problem or answer questions the insured may have.

For Commercial Lines Underwriting questions, please contact CL Underwriting below:

P&C Underwriter	Dolores Garcia	doloresg@txsecgen.com	Ext 7454
P&C Underwriter	Karen Jones	karenj@txsecgen.com	Ext 7452
P&C Underwriter	Mende Trout	mende@txsecgen.com	Ext 7420
P&C Underwriter	Monica Gonzales	monicag@txsecgen.com	Ext 7417
P&C Underwriter	Pat Brown	patb@txsecgen.com	Ext 7438
P&C Underwriter	Sabas Martinez	sabasm@txsecgen.com	Ext 7483
P&C Underwriter (Renewals)	Celia Uribe	celiau@txsecgen.com	Ext 7451
P&C Associate	Beverly Bavafa	beverlyb@txsecgen.com	Ext 7486
P&C Associate	Jessica Moore	jessicam@txsecgen.com	Ext 7455
P&C Associate	Joe Sanchez	joe@txsecgen.com	Ext 7403
P&C Associate	Mary Menchaca	mary@txsecgen.com	Ext 7414
P&C Associate	Susan Stephenson	susans@txsecgen.com	Ext 7448
P&C Associate	Veronica Pierce	veronicap@txsecgen.com	Ext 7443

**Commercial Brokerage
Department**

Brokerage	Debbie Grimsley	debbie@txsecgen.com	Ext 7411
Brokerage Associate	Tyler Haecker	tylerh@txsecgen.com	Ext 7484
Excess/Umbrella/Professional Underwriter	Marie Suhey	maries@txsecgen.com	Ext 7445

Thank you, and as always, we appreciate your business!

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