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# Texas Security General

## INSURANCE AGENCY, LLC.

### Frequently Asked Questions Direct Deposit of Agent Commissions

**Is participation in the Direct Deposit program mandatory?**

Yes, TSGA is automating the commission payment process and we are asking all agents to participate. Please contact the accounting department with any concerns your agency may have.

**How do I sign up for the Direct Deposit program?**

Complete the Direct Deposit of Agent Commission Authorization form (located on our Website under the Accounting tab and in the "Documents" section of ISi). Attach a voided check and return to TSGA as indicated at the bottom of the form.

**Can I use a savings account as a Direct Deposit account?**

Yes, a checking or savings account can be used.

**Will I be notified when the Direct Deposit has been set up?**

Yes, you will receive an email notification. The email will also detail how you can access your agency's commission statement in ISi.

**When will the Direct Deposit post to my bank account?**

Between the 5<sup>th</sup> – 7<sup>th</sup> of each month.

**Will I be informed of the Direct Deposit amount or sent a commission statement?**

To access that information, you will need to print your commission statement each month in ISi as detailed in the initial email notification.

**If I owe TSGA money for unearned commissions, how will that be handled?**

TSGA will debit your account for any unearned commissions due for the month. We will debit the account you have set up for the Direct Deposit. You will receive email notification on the 2<sup>nd</sup> of the month (or next business day) informing you of the amount of the debit. The debit will occur between the 5<sup>th</sup> – 7<sup>th</sup>, allowing sufficient time for you to ensure funds are available.

**Can I sign up for the Direct Deposit but opt out of the Direct Debit if unearned commissions are due to TSGA?**

Since the entire process is automated, the options are not separable.

**What happens if I change banks or close my account?**

As soon as you know that you will be closing or changing your account, send in a new authorization form. We will update your account information before your next deposit date.

**Who do I contact if I encounter any problems with the Direct Deposit program or have any further questions?**

You can contact Gabriele in accounting. Call 800-714-6789 Ext. 7421 or email [gabriele@TxSecGen.com](mailto:gabriele@TxSecGen.com)

For a copy of the **Direct Deposit of Commission Authorization Form**, visit our website at <http://www.texassecuritygeneral.com/accounting/FormsFAQs.aspx>