

# Quick Reminders for the Agents

Effective October 9, 2010 Safeco revised our policy regarding the collection of policy down payments, Safeco will no longer automatically commission deduct for down payments. Here are some helpful tips to clear any confusion around billing that might result from this important change.

## 1. Selecting the “Check” option creates an “Agent Owes”.

- a. Please do not select this option unless you have collected the down payment in your office.
- b. Creating an “Agent Owes” is also creating an expectation that you will be paying the amount in question either by forwarding the insured’s check, by agency sweep, or agency check.
- c. For Mortgagee Bill policies, please select “C.O.D.”, not “check”.

*Note: An Agent Owes is the down payment that the agent has collected from the insured and is required to submit to Safeco. Once an Agent Owes is created by the selection of the “Check” option, there is a 20 day grace period for submission of the down payment to Safeco’s Billing Department.*

## 2. Down Payments and Electronic Billing.

- a. Electronic billing plans like Automatic Deduction and Recurring Credit Card do NOT automatically handle the collection of the down payment, even if the down payment amount matches the monthly billing amount.
- b. Please collect the down payment when setting an insured up on one of these plans, and send it in to Safeco within 20 days.

## 3. Time Flies.

Emails are sent to the agents reminding them of outstanding Agent Owes amounts, they go out at the 30, 45, 60, 90, and 120 stages.

- a. These e-mail reminders are sent to each agent’s SafecoNow e-mail address.
- b. If there is no response to these messages by the agent, the insured’s installments for the remainder of the policy period may increase to ensure the collection of the down payment.

*Note: Calling Safeco at: 1-800-325-3200 opt. 4, 1, ext. 7678588 or responding to the emails as soon as possible is beneficial to both the agency and the insured.*

### Example:

- 6 month policy on Recurring Credit Card with a monthly payment of \$153.59 and an “Agent Owes” of \$255.96. The agent responds after the 90 day reminder and asks Safeco to bill the insured.
- Distributing the down payment across the remaining installments, after 90 days will cause the remaining installments to increase from \$153.59 to \$281.59, a difference of \$128 per month.

For Questions please call: **1-800-325-3200 opt. 4, 1 ext. 7678588** or write to [COMMBX@Safeco.com](mailto:COMMBX@Safeco.com)

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