

# BillingCenter Revisited

02.11.2021 | Answers to Common Questions



## The monthly payment plan switched from 12 installments to 10 installments.

- While invoices still generate monthly, there will only be 10 invoices instead of 12 invoices. A 20% down payment will be charged for new business with remaining premium spread over nine additional installments. Renewals will have 10 equal installments. As long as there is no outstanding balance due after 10 installments, no additional invoices will generate for the remainder of the policy term. Visit the [Payment Plans](#) section of GuideLink's billing information page for more details on payment schedule, invoice bill dates and payment due dates. *The charts below outline an ideal timeline. If there any deviations to policy issuance, the timeline may be subject to change.*

### New Business Example

Effective date: 1/1/21

1. The invoice for 20% down payment is billed on the effective date of the policy and due 22 days later.
2. The remaining premium is equally divided between 9 installments.
3. Subsequent installments are billed on the date of the month that corresponds with the effective date and due 22 days later.
4. As long as no additional premium is due, no installments will generate for months 11 and 12 of the policy term.

| Schedule History |            |            |
|------------------|------------|------------|
| Bill Date        | Due Date   | Amount Due |
| 2021-01-01       | 2021-01-23 | \$1,356.80 |
| 2021-02-01       | 2021-02-23 | \$603.03   |
| 2021-03-01       | 2021-03-23 | \$603.03   |
| 2021-04-01       | 2021-04-23 | \$603.02   |
| 2021-05-01       | 2021-05-23 | \$603.02   |
| 2021-06-01       | 2021-06-23 | \$603.02   |
| 2021-07-01       | 2021-07-23 | \$603.02   |
| 2021-08-01       | 2021-08-23 | \$603.02   |
| 2021-09-01       | 2021-09-23 | \$603.02   |
| 2021-10-01       | 2021-10-23 | \$603.02   |

### Renewal Example

Effective date: 3/8/21

- The first installment is due on the policy effective date.
- The second installment is billed on the effective date and due 22 days later.
- Installments continue to bill on the date of the month that corresponds with the effective date and are due 22 days later.
- As long as no additional premium is due, no installments will generate for months 11 and 12 of the policy term.

| Schedule History |            |            |
|------------------|------------|------------|
| Bill Date        | Due Date   | Amount Due |
| 2021-02-14       | 2021-03-08 | \$565.20   |
| 2021-03-08       | 2021-03-30 | \$565.20   |
| 2021-04-08       | 2021-04-30 | \$565.20   |
| 2021-05-08       | 2021-05-30 | \$565.20   |
| 2021-06-08       | 2021-06-30 | \$565.20   |
| 2021-07-08       | 2021-07-30 | \$565.20   |
| 2021-08-08       | 2021-08-30 | \$565.20   |
| 2021-09-08       | 2021-09-30 | \$565.20   |
| 2021-10-08       | 2021-10-30 | \$565.20   |
| 2021-11-08       | 2021-11-30 | \$565.20   |

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## Taxes and surcharges are included with the first invoice.

- + Taxes and surcharges were previously spread across the policy term, but BillingCenter now includes all taxes and surcharges up front as part of the first invoice. This may result in some policyholders experiencing an initial payment that is significantly higher than what they previously paid.

## You still have the option to make payments on behalf of your insureds.

- + While you may not make payments online for your insureds, you are able to call into an automated phone service and pay on their behalf. Simply call 1-877-448-4331 and follow the customer prompts to make a payment. Credit/debit card and e-check payments are accepted and will reflect in real time.

## In some states\*, business exists on two different billing systems.

- + In non-PolicyCenter states, BillingCenter capabilities are only available for Workers' Compensation and Small Business policies. Because of this, policyholders with multiple policies may have separate invoices generate for each policy, and each invoice must be paid separately. We are unable to combine invoices from our two billing systems.

*For example, a policyholder in Florida has a Commercial Package Policy (CPP) and Workers' Compensation policy with GuideOne. The CPP is billed within the old billing system with one invoice due. The Workers' Compensation policy is billed within the new BillingCenter system with one invoice due. Each invoice will need to be paid separately, and only the Workers' Compensation policy will be eligible for BillingCenter enhancements, such as credit card payments.*

## Enrollment in automatic payments MUST be done by the insured via [Guideone.com/MyAccount](https://www.Guideone.com/MyAccount).

- + When emailing bind requests to [commercial@guideone.com](mailto:commercial@guideone.com), it is important to keep in mind that you are indicating the payment plan but NOT the payment method. EFT authorization forms are no longer used, and enrollment in automatic payments cannot be done internally. The first invoice will always be mailed to the insured, and it is their responsibility to determine how they would like to pay. If they wish to enroll in automatic payments, they will need to create an online customer account at [www.Guideone.com/MyAccount](https://www.Guideone.com/MyAccount). When making a payment, they will be offered the option to use that payment method to enroll in automatic payments *for future invoices (auto pay selection will not apply to open invoices)*. To un-enroll from auto pay or to change the auto pay method, the insured may contact the GuideOne Customer Care Center at 877-448-4331.

## All payment methods are available for all payment plans.

- + Do you have a policyholder that would like to receive a monthly invoice? Or one that would like to auto draft quarterly? BillingCenter offers the option to choose any payment method for any payment plan. Automatic payment plans can also be paid using a credit or debit card, in addition to an automatic bank draft.

*\*Non-PolicyCenter states include: AK, DE, FL, HI, ID, ME, MT, NV, NH, NM, NY, RI, SD, UT, VT, WA, WV, WY*

**Accounts with multiple policies may have separate invoices generate upon issuance, but subsequent invoices will be combined.**

- + Policies within an account may be issued at different times, depending on whether they process straight through the PolicyCenter system or need underwriter approval in order to issue. Invoices generate upon policy issue date, meaning some insureds may receive separate invoices initially. Once it is time for the second invoice to generate, BillingCenter will search for all policies across the account and bill together on one invoice for each subsequent installment.

**Billing details for individual policies are on GuideLink.**

- + GuideLink provides a read-only view of the billing details your policyholders have access to on their My Account online portal. On the GuideLink home page, click on the [Find Customer](#) tab, enter the policy/account information and click [Search](#) to locate the customer's policy record(s). From the policy record, select [Billing Details](#). Here you can see an overview of the policy premium, upcoming payment amount and due date, selected payment plan, upcoming payment schedule for the entire policy term and payment history.

**General billing information is available on GuideLink and GuideOne.com.**

- + For an overview of BillingCenter information, visit the [BillingCenter Details](#) page on GuideLink. You can also access [Frequently Asked Questions](#) and [Billing & Payment Options](#) on GuideOne.com – two pages that are also available to your insureds.

**Check out the My Account video demo for a view of the online customer portal.**

- + If you would like to see an overview of the billing details available to your insureds on their My Account portal, check out this [video demo](#). It's a great resource to share with your policyholders who have not yet registered for their own account!