PL Billing – Agency Sweep

About Agency Sweep

Agency Sweep is a functionality that allows Nationwide to withdraw or "sweep", member cash, check and money order payments from the agency's bank account. Preparing an Agency Sweep account prior to working with customers makes down payment and policy payment processing more flexible for everyone.

The agent's role and responsibility in holding an Agency Sweep account include:

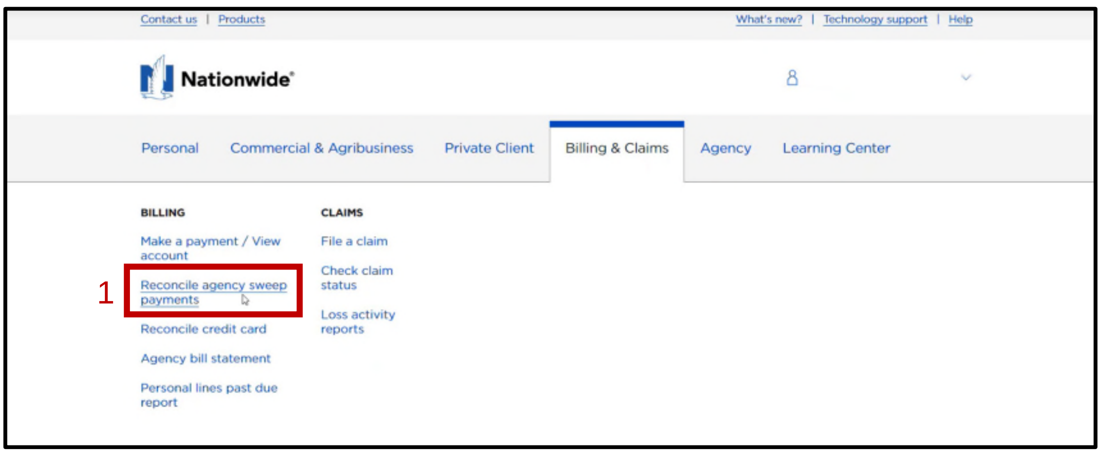
- Collecting cash, check, or money order premiums from members for transfers to your agency account.
- Maintaining a cash balance in your agency account that allows Agency Sweep deductions to apply payments in PolicyCenter for new business and Billing Advantage for existing business.
- Depositing member cash, check, or money order payments into your agency business account.

How does Agency Sweep work?

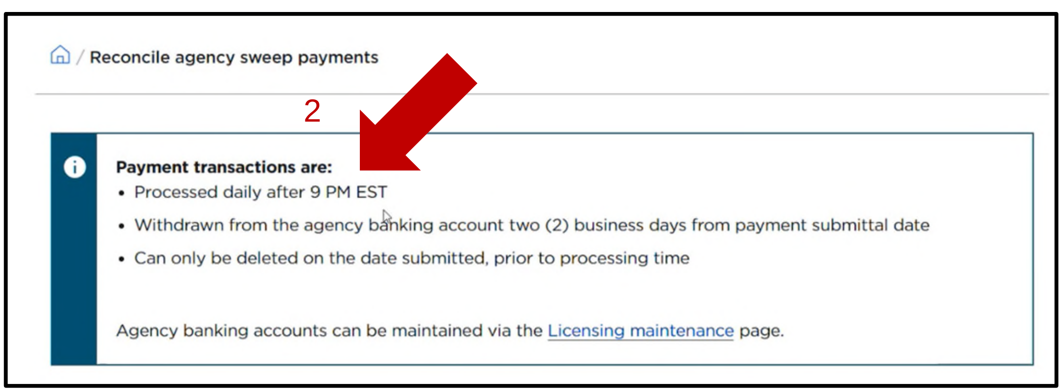
1. When you select cash, check, or money order as a policy premium payment option in PolicyCenter, member policy premiums are automatically deducted from your agency's Agency Sweep account.
2. Your Agency Sweep account is set up to send payments to Nationwide as a money transfer service that debits your agency account.
3. **Please note:** Payments may be swept from your agency account prior to your agency depositing member payments into the agency account.
4. Be sure to deposit member cash, check, or money order payments into your agency account as quickly as possible to avoid overdrafts.

To reconcile your Agency Sweep account:

1. Access this functionality under the 'Billing & Claims' Tab on Agent Center Workspace.

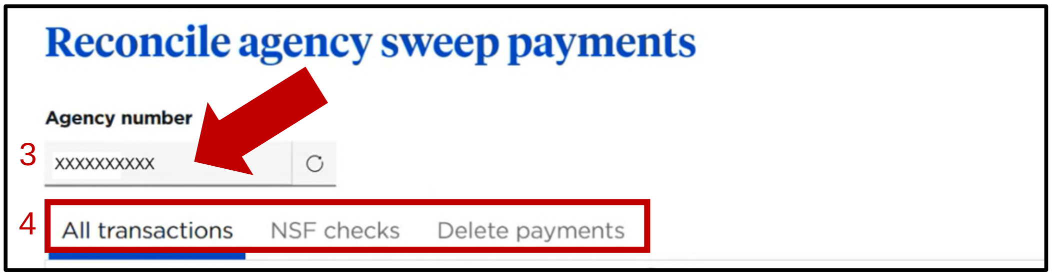


2. An information box displays with important payment transaction details.



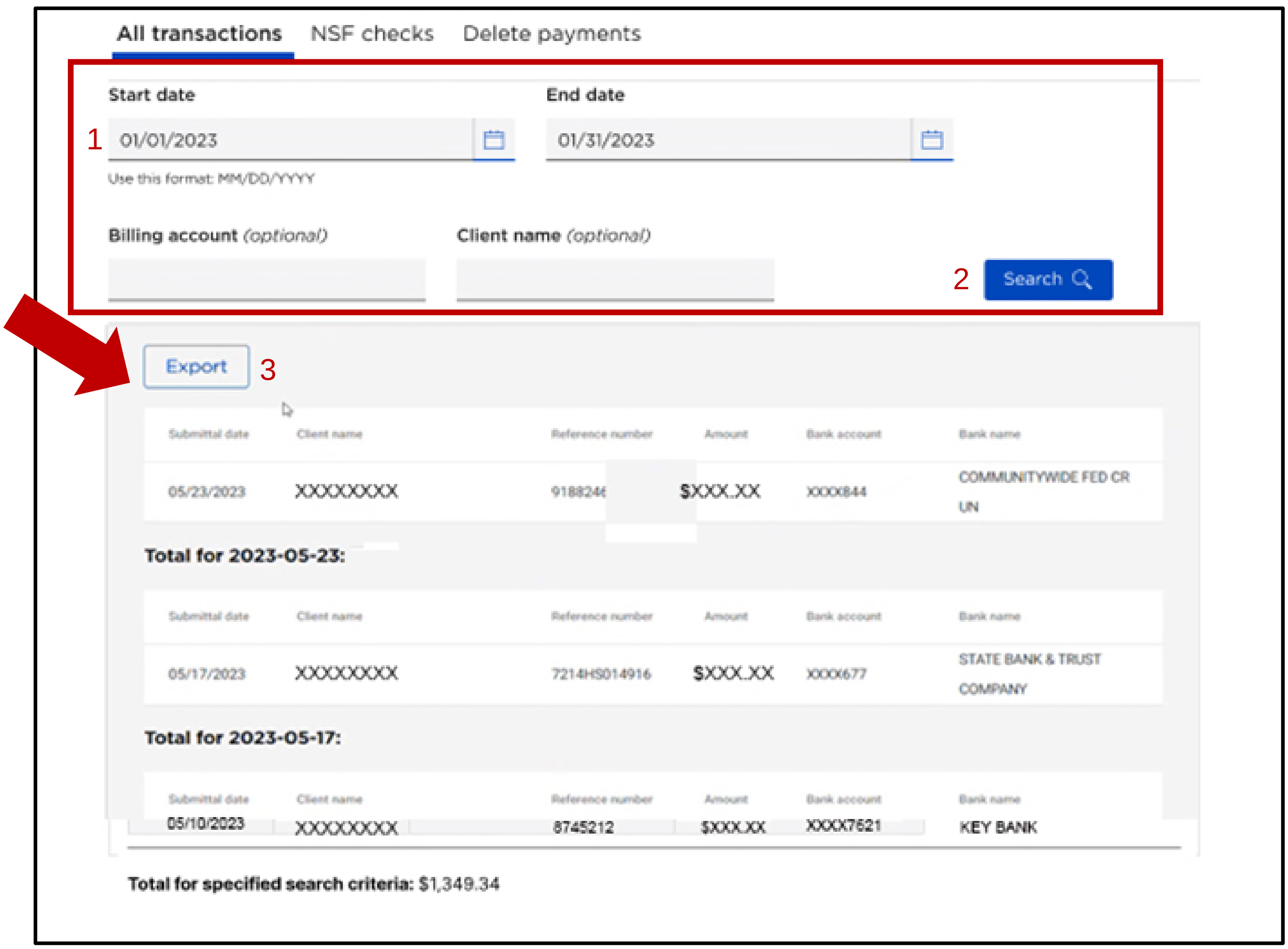
3. Your primary agency number will populate in the ‘Agency number’ section; however, you can input a different agency number if applicable.

4. Just as you see today, you have 3 tabs available to you: ‘All transactions’, ‘NSF checks’ or ‘Delete payments’.



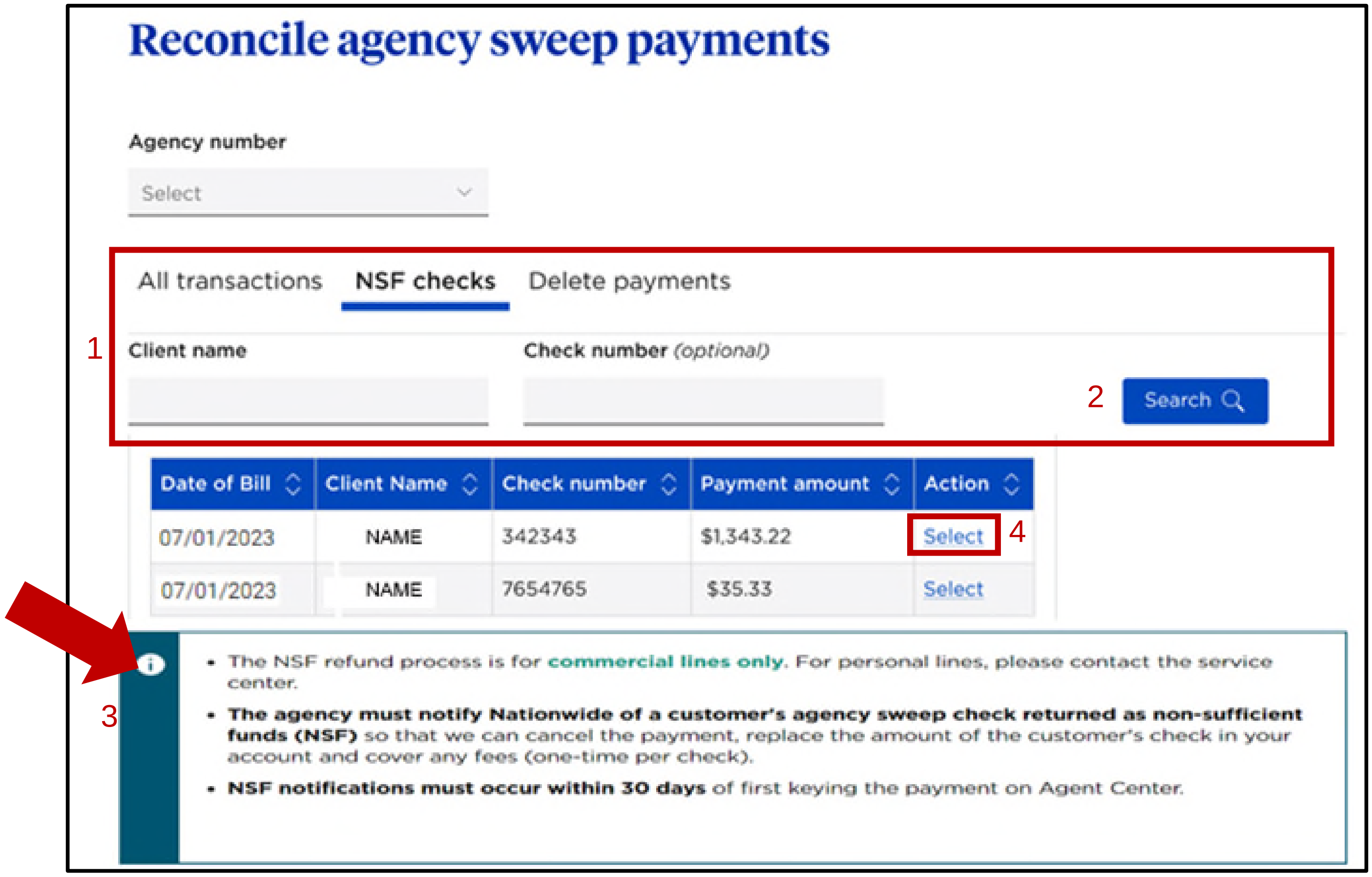
All transactions tab

1. As you do today, enter your search criteria with ‘Start date’ and ‘End date’ as mandatory fields and ‘Billing account’ and ‘Client name’ as optional.
2. Click the ‘Search’ button. Your search results display.
3. You can export the results to an Excel spreadsheet by clicking the ‘Export’ button.

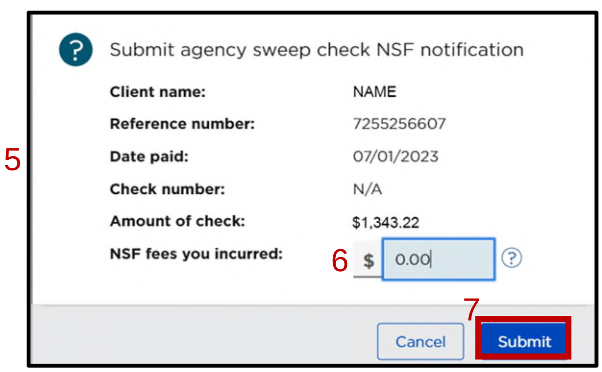


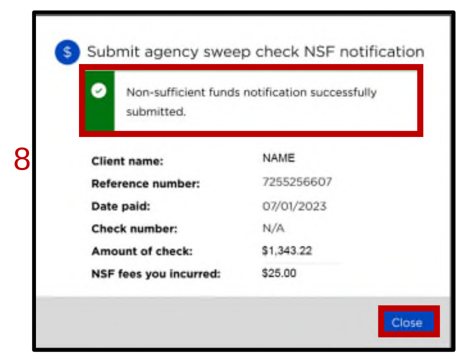
NSF checks tab

1. You can search for the NSF check by client name (required) and check number (optional).
2. Click the 'Search' button to display results.
3. Read the information box for important information.
4. Click the appropriate client under the 'Action' column.



5. The selected client information displays.
6. Enter the amount of NSF fees you incurred from the returned check.
7. If everything looks good and you want to proceed, click the 'Submit' button.
8. A success message displays. Click the 'Close' button when finished.

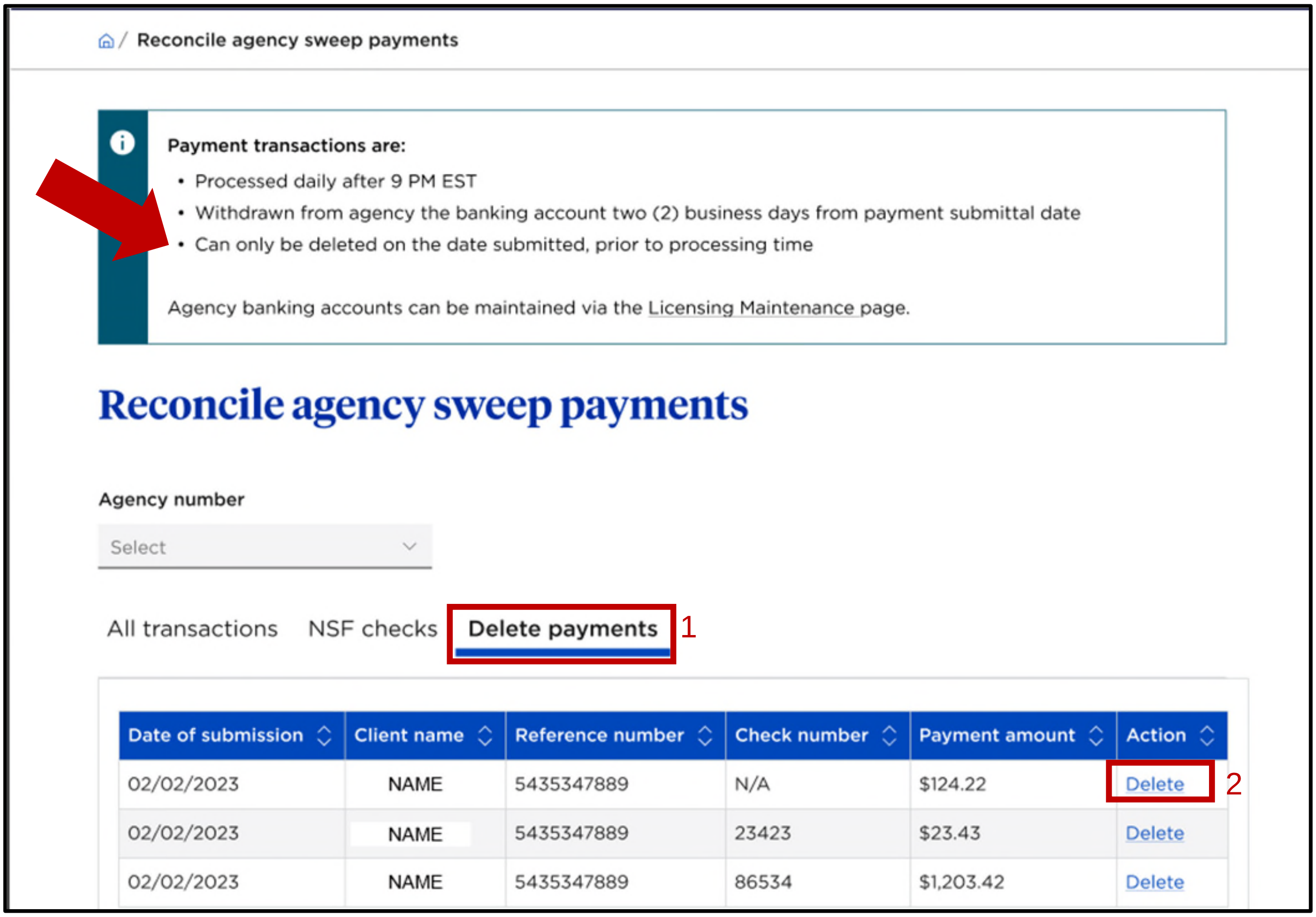




Delete payments tab

When daily reconciling your agency sweep account, you find that a payment was entered incorrectly. The information box indicates that a payment transaction can only be deleted on the date submitted, prior to processing time.

1. Click the 'Delete payments' tab. The payments received today display.
2. Choose the appropriate client name by selecting 'Delete' under the 'Action' column.



3. A pop-up message displays asking you to confirm that you want to delete the selected agency sweep payment. Click 'Confirm' to proceed.
4. A success message displays. Click the 'OK' button when finished.

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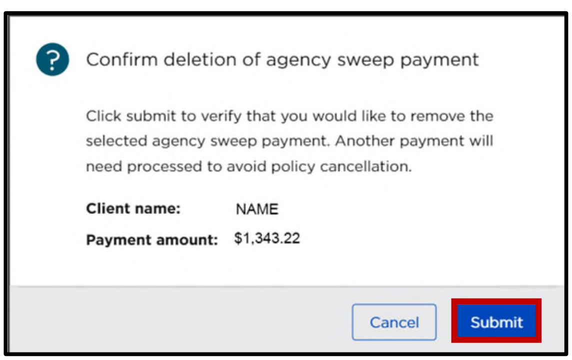

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