

Personal Lines Policy Collections



Description

This job aid provides definitions, details and dates to help you advise your customers regarding the collections processes.

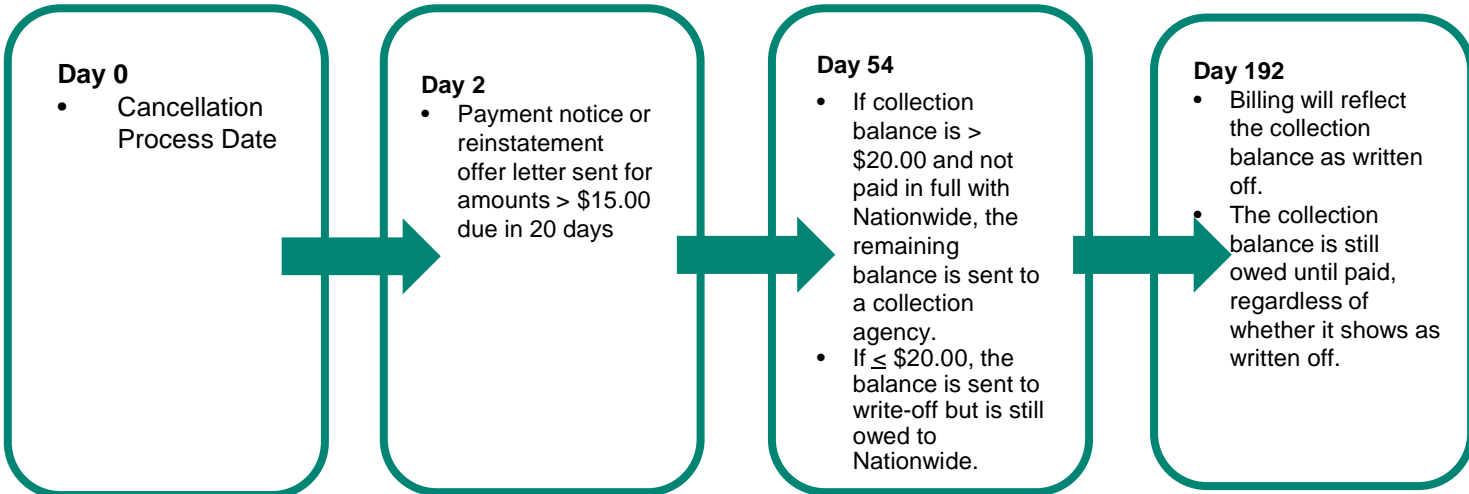
Definitions

- Collection balance** results from an unpaid premium at the time of cancellation if a policy is not paid through the cancellation date.
- Write-off balance** is a collection balance that remains due from the Named Insured and is still owed.

Guidelines

- Collection balances cannot be transferred to an active policy; credit from cancelled policies may be transferred to new policies.
 - Payment must be received in full to stop the collections process.
- Nationwide does not report unpaid balances to the Credit Bureaus.
 - This is done by our collection agencies after it is referred.

Non-Pay Cancellation Collection Timeline



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(2) I agree that the information contained in this training presentation is confidential and proprietary to Nationwide and may not be disclosed or provided to third parties without Nationwide's prior written consent.

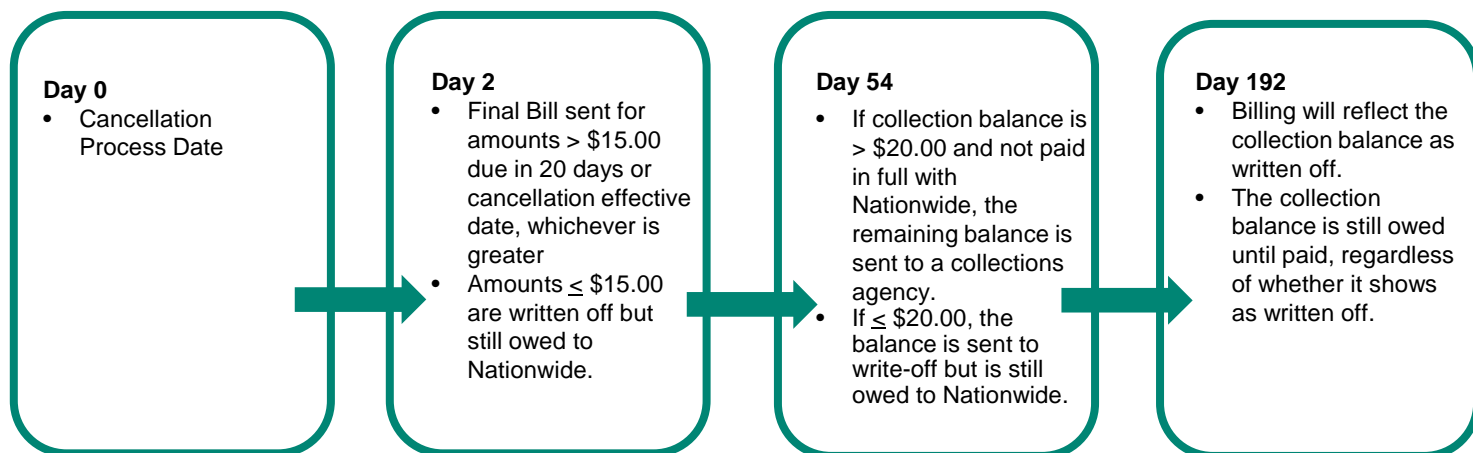
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(4) I agree that I will return or destroy any material provided to me during this training, including any copies of such training material, when or if any of the following circumstances apply: (a) my Independent Sales Agent agreement with Nationwide is cancelled or I no longer hold any appointments with Nationwide; (b) my employment with or contract with a Nationwide Independent Sales Agent is terminated; (c) my Independent Adjuster contract with Nationwide is terminated; (d) my employment with or contract with a Nationwide Independent Adjuster is terminated; or (e) my employment or contract with Nationwide is terminated for any reason.

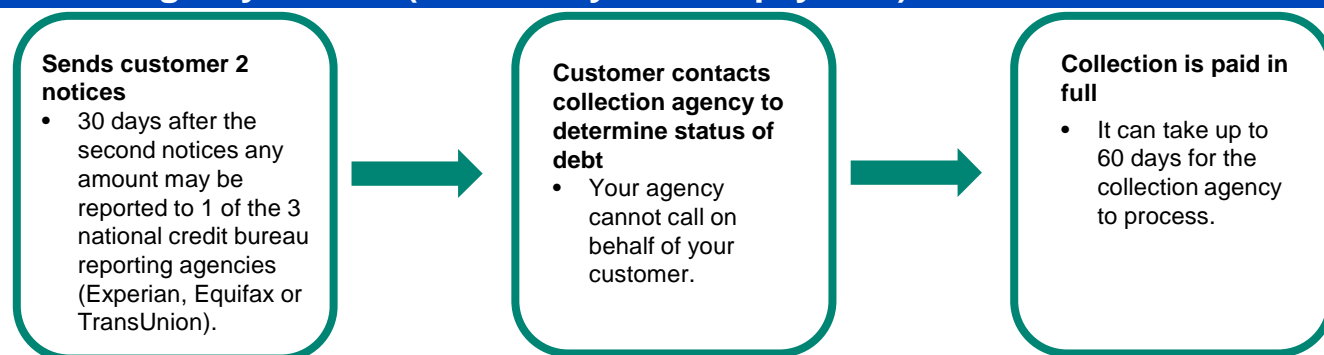
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All Other Cancellation Reason Collection Timeline



Collection Agency Actions (after 54 days of non-payment)



Payment Arrangements for Collection Balances/Write-Offs

Full Payment is Required

- This will clear the outstanding balance and stop the collection process

If Customer requests payment arrangements and balance has been sent to the collection agency

- Refer customer to the collections agency for further options

When payment is received by the collection agency

- Collections will submit payment to Nationwide. This shows on the account as paid by the collection agency.



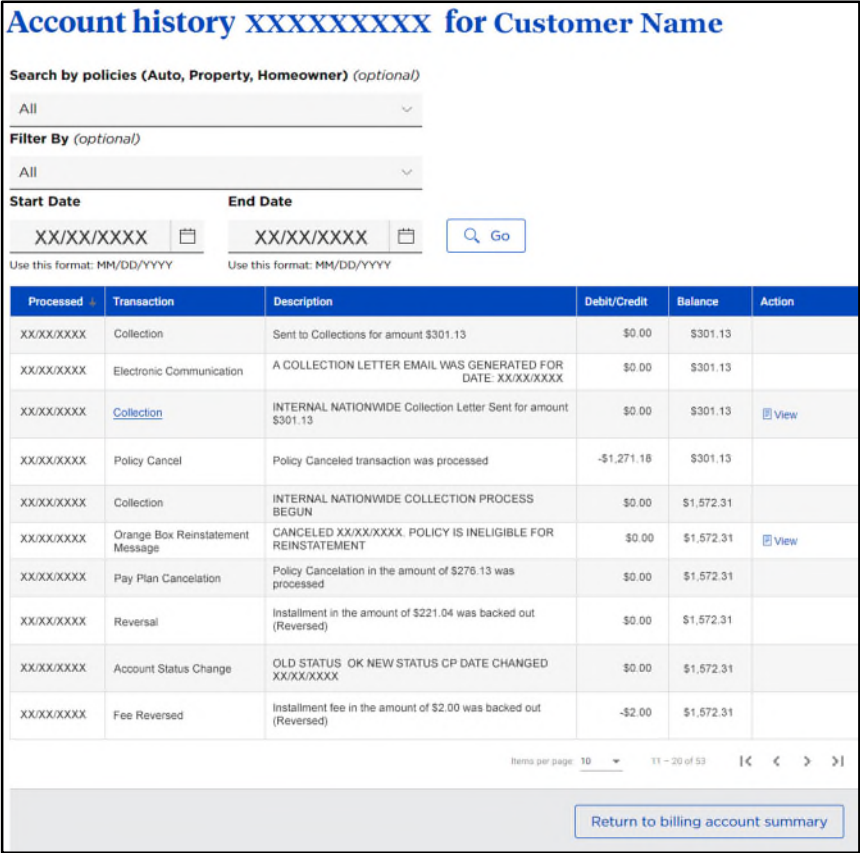
Collection Payment Disputes

- If amount is being disputed, explain why the amount is owed (Coverage period, Premium charged, payments, etc.).
- Use the manual calculation formula to provide a rough estimate regarding refunds/collections shown in the Cancellations Job Aid Addendum located [here](#). (This is not available in North Carolina when short-rated).
- Advise the customers to contact the collection agency. They will work directly with designated processing associates to resolve the dispute.



Locate Collection Balance in Agent Center

Steps 1-3

Action	Screen
1. On Client Summary, select “Inactive billing account” and select the appropriate account.	
2. The “Warnings and Notifications” box will display the collection balance.	
3. If the collection balance is not available on the “Account History” for the customer: <ul style="list-style-type: none">a. You may need to change the “Start Date” to refine your search.b. A copy of the collection letter can be seen by selecting the “View” icon.c. If the account is set up on a Paperless policy, the collection letter will be sent via email. “Account History” and “Contact History” notes will indicate it was sent via email. <p>Note: To Opt-in to receiving billing notices for Cancellations, Non-Pays, and Reinstatements, see Manage Billing Notices in Billing Key features job aid.</p>	

Collection Letters

1. **Post-cancellation notices** (Collection Letters, Final Bills, Payment Notice, Reinstatement Offer Letters) are prepared at the policy level and are sent to the policy address located on the Policy Info” screen in PolicyCenter.
2. A **Reinstatement Offer** letter is sent when a policy cancels for non-payment that is eligible for reinstatement and there is a collection amount due. This letter is sent in place of the Payment Notice letter.
3. **Mortgages and third parties** are not sent non-pay and/or collection letters.

Collection Agency Contact Information

Nationwide uses a third-party vendor called CCS (Credit Collection Services).

Phone:	(617)9965-2000 x 4490 English	(800) 317-3804 Spanish
Hours:	M-F 8 am to 8 pm EST	M-F 8 am to 8 pm EST
Mailing Address	Customer has the payment stub: CCS (Credit Collection Services) P.O. Box 55126 Boston, MA 02205-5126	Customer has the payment stub: CCS (Credit Collection Services) P.O. Box 55126 Boston, MA 02205-5126

Trouble Shooting Tips

1. If the collection letter cannot be located, contact the Personal Lines Service Center.
2. Revised Collection Letters are not sent to the customer.
3. Changes in the outstanding amount do not generate a revised collection letter or final bill. Changes in the amount could occur due to an adjustment to the cancellation date, partial payment, returned payment, or removing/adding coverage.
4. Partial payments will not delay or stop the collection process. Payment must be received in full to stop the collections process.
5. Collection balances cannot be transferred to an active policy; credit from cancelled policies may be transferred to new policies.
6. Nationwide does not report unpaid balances to the Credit Bureaus. This is done by our collection agencies after it is referred.

Why does my customer owe a collection balance?

1. **Has there been a due date change?**
 - Changing the due date from the renewal date may cause there to be days of coverage paid for upon cancellation.
 - e.g. Renewal date is 10/01/23 and due date is 10/10/23; upon cancellation, there are 9 days of coverage which would need to be paid for.
2. **Has there been any recent policy changes?**
 - If may not have generated enough bills before the cancellation to pay the entire balance. there has been a recent policy change, there could be a pro-rated balance still owed as the billing system
3. **Is the customer enrolled in SmartMiles?**
 - After the cancellation, there may be one more SMMU transaction which updates in the system to account for mileage driven before the cancellation.
4. **Have there been any returned payments?**
 - Returned payments impact the final unpaid balance; depending on the time of return, if a refund is issued after the cancellation and final payment returns, a collection balance may be owed as a result.