Billing Notifications

Notifications - Billing Tab

It’s essential that someone in your office checks the BILLING tab on the Agent Center Homepage on a daily basis. This tab allows you to see cancellations, reinstatements and notices or non-payment.

Actual cancellation and reinstatement transactions will appear in your policy transaction history, and if you are registered for policy downloads, these transactions will download into your agency management system.

Notices of Non-Payment do not download into all agency management systems. Nationwide mails this notice to the client, but a copy is not mailed or emailed to the agency. The only way the agency is notified of a non-payment is through the billing notifications on the homepage. This alert will show you when the letter was sent to the customer, but in order to obtain an actual copy of the memo, you will need to contact the Commercial Lines Service Center.