

# Ensuring a Smooth Payment Experience

## Does Your Customer Want...

- Immediate coverage as soon as the policy is issued?
- To pay via EFT, but is carefully planning the timing of when the first payment will occur?
- To pay via EFT and get coverage ASAP, but wishes for a specific day of the month for future payments?

## Draft Initial Premium Options and What it Means for You and Your Customer

With the flexibility around premium payments, it is important to understand how each choice governs draft dates, effective date and commissions.

### Draft Next Available

- Best for customers who need immediate coverage and those who want conditional coverage.
- Once the policy is issued, payment will be deducted from the customer's bank account the following day.
- If the recurring draft date is not ideal for the customer, they can change their draft date.

			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

### Example in the Calendar:

- Policy ready to issue on an effective date of the 20th
- Policy issued with an effective date of the 20th – Orange Block
- Initial premium drafts and are applied on the 21st – Blue Block
- Recurring drafts are on the 20th of each month
- Commissions generate in the cycle that includes the 21st

Products issued by

**National Life Insurance Company® | Life Insurance Company of the Southwest®**

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Guarantees are dependent upon the claims-paying ability of the issuing company.

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## Choosing a Specific Draft Date

- Best for customers who want conditional coverage and also want to select a specific date for their drafts to occur.

			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

### Example in the Calendar:

- Draft date selected is the 1st
- Policy ready to issue on the 20th – Orange Block
- Policy issued with an effective date for the 1st of the following month – Blue Block
- Initial premium drafts and is applied on the 1st – Blue Block
- Recurring drafts are on the 1st of each month
- Commissions generate in the cycle that includes the 1st

## Delayed Bank Draft

- Best for customers who want control over the timing of their payment once the policy is issued.
- Initial premium drafts once the agent indicates ok to draft.
- Please note this option does not provide any conditional coverage.
- Requires premium payment from the effective date which may result in multiple payments needed if we are notified to draft after the month of issue.

			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

### Example in the Calendar:

- Policy issued with an effective date of the 20th – Orange Block
- Client gives the agent the go ahead to draft on the 28th and premium is drafted. – Blue Block
- Recurring drafts are on the 20th of each month
- Commissions generate in the cycle that includes the 28th

## Draft Next Available/Specific Date for Reoccurring Drafts

- Best for customers who need immediate coverage and those who want conditional coverage.
- Once the policy is issued, payment will be deducted from the customer's bank account the following day.
- Reoccurring drafts will take place on the date specified.
- Please note to keep close attention to the timing of the issue date and the scheduled recurring draft date, as it can cause two premium payments close together.

			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

### Example in the Calendar:

- Policy ready to issue on the 20th; recurring draft date specified for the 1st of the month.
- Policy issued with an effective date of the 20th – Orange Block
- Initial premium drafts and is applied on the 21st – Green Block
- First recurring draft will take place on the 1st of the following month – Blue Block
- Commissions generate in the cycle that includes the 21st

# Getting Customers Back on Track

Has your customer had a return payment? Here are some ways they can get back on track.



## Customer Portal or Mobile App

- Fastest and most efficient option
- Available to customers 3 days after issue
- Payments made before 4pm EST apply same day. The payment will be reflected in the premium history the following day



## Phone in a Payment

- Can use auto payment feature 24/7 for regular payments
- Only available to make a one-time payment
- Please allow 24-48 hours for the payment to show as applied to the policy
- For initial premium payment or if reinstating your policy you must speak to a Customer Service Rep



## Email EFT Form or Wire Payment

- Complete a new EFT form (1707) and email into EFTTeam@NationalLife.com
- For wires, payments are usually same-day, but do have a cost associated



## Mail Payment to NLG

- Allow 10-15 days for payment to show received and applied
- Please note that postal delays could impact this time frame.*



## Best Practices:

- When you are taking the application, make sure your customer is prepared for when their first draft and recurring drafts will take place.
- If an EFT return occurs, we give the agent the opportunity to contact their customer to reestablish EFT. Please have your customer call in a payment or complete a new EFT form and submit to EFTTeam@NationalLife.com.
  - If we have not received a response within 7 days the premium that was returned is removed from the policy. Please have your customer utilize their portal or mobile app to reestablish EFT. When entering banking information, please have your customer verify their routing and account number.
- If they do not know their account details, they can locate it on the checks, in their online banking portal, or contact their financial institution.
- Sign up for text notifications! Specifically the Client Intelligence Dashboard and the EFT Payment Failed in the Customer Service Alerts options.
- Are you looking to see the premium history for your customer? You can locate this in the Inforce section of your agent portal or mobile app!