SECTION 6: Make a Payment or Payments — Auto

To make a payment, click on the “Make a Payment” button off of the Arrowhead Exchange Main Menu. [Only EFT authorized Producers will see this area].

Submit a payment for a single policy or multiple policies through an EFT account.

In order to make a payment for a single policy, type in the policy number, customer number, or client’s last name.

NOTE: Make Payment(s) through Arrowhead Exchange can only be made for WPC policies. Policies from our previous processing system must be ArrowBound and submitted by check or money order to: PO BOX 85389, San Diego, CA 92186-5389.
Make Payment(s): Single Payment

<table>
<thead>
<tr>
<th>Policy#</th>
<th>Insured Name</th>
<th>Minimum Payment + Fees</th>
<th>Remaining Balance + Fees</th>
<th>Payment Amount</th>
<th>ArrowBind #</th>
</tr>
</thead>
<tbody>
<tr>
<td>E0D0533726</td>
<td>Pedro Garcia</td>
<td>153.31</td>
<td>436.07</td>
<td>153.31</td>
<td></td>
</tr>
</tbody>
</table>

**Minimum Payment + Fees:** This is the minimum amount that can be submitted online. The amount includes billing fees as well as premium and should reflect the amount shown on the billing statement.

**Remaining Balance + Fees:** This is the total remaining amount that can be submitted online in order to pay off the policy for the current term. Please note: This amount is subject to change in the event the policy is endorsed or another bill is generated.

**Payment Amount:** This is the current payment amount including billing fee. This amount can be increased up to the amount of the remaining balance. However, the payment amount cannot be less than the minimum payment plus fees.

**ArrowBind:** Include an ArrowBind number if payment was taken prior to the time the payment was submitted online. This is optional because the payment does not need to be bound if the payment is submitted online at the time it was received by the insured. If the policy is lapsed, and can be reinstated, the ArrowBind number is verified and the date and time of the ArrowBind is used to reinstate the policy, instead of the date and time the payment is transmitted online. This can be very important if there has been a claim.

Make Payment(s): Multiple Payments

Welcome to our Online Payment System, where you can make online payments through your agency’s EFT account. Our system allows you to make a payment on a single policy, or make a payment on several policies at once.

For a single policy payment, please search for the policy using one of the following criteria:

- Policy Number
- Customer Number
- Client’s Last Name

Or, to make a payment on multiple policies, click here:
In order to make multiple payments for several policies, type in the policy number, and then click “Add Policy”. Continue doing this until they are all listed.

MAKE MULTIPLE PAYMENTS at one time through the “Make Payments” screen. If the policy is eligible for an online payment, the payment information will be displayed. If the policy is in cancelled status and is not eligible for reinstatement or is not a policy on our new processing system, the following message will be displayed:

This policy is not eligible for online payment.

VIEW THE POLICY STATUS INFORMATION by clicking on their “policy number” in order to verify the status of the policy. Payments for policies on our previous policy processing system cannot be made online, but should be ArrowBound and mailed to Arrowhead for processing.

PRINT RECEIPTS: You can “Print an individual receipt” for each payment by indicating yes or no.

REMOVE: If you decide not to make a payment and want to remove an insured/policy entry before submitting multiple payments, click the “Remove” button next to the appropriate entry.

When you are finished, click on the “Submit” button.
Next, you will see the “Total payment is” amount, be sure to verify the amount and click “OK”. If this is NOT the correct amount or you decide NOT to submit the payments, you can cancel the transaction by clicking “Cancel”.

Once you have clicked “OK”, you will receive an Online Payment Confirmation:

Print a receipt for the entire transaction and retain for your records or return to the Main Menu.
Note: * Policies that are not eligible for online payment will not be submitted even in the event they are not removed prior to submission. See receipt for details.
Once the payment is submitted, the payment will be instantly posted to our processing system. Nothing else needs to be submitted; the money is swept from your trust account in four to five days.

**IMPORTANT!**

We are unable to cancel a policy for installment payments in which a [NSF] non-sufficient funds check has been written to the agency. The agency has the option to submit or endorse a check to us, bind the payment and send it directly to our office. Discretion must be used when accepting a check from the insured for this very reason.