

Tower Group Companies Direct Bill Guidelines

Tower Group Companies' Direct Bill procedure has been developed to serve our producers and insureds by streamlining the premium collection process. We are committed to a responsive Direct Bill capability that provides flexible payment terms and facilitates timely collection of premium.

Our webInquiry facility <https://login.twrgrp.com/ssoap/DisplayLogon> is available to your agency to provide information regarding the policy and payment status of your Tower policies.

Direct Bill Availability

Commercial Lines	Personal Lines
Business Auto	Homeowners
Business Owners	Dwelling Fire
Commercial Package	Expanded Homeowners
Commercial Monoline Fire	Landlord Package Policy
Commercial Monoline General Liability	Dwelling Package
Commercial Umbrella	
Workers Compensation	

Direct Bill Installment Plans

Plan 1

Three Pay – Commercial Lines	Three Pay – Personal Lines
30% due at inception	40% due at inception
35% due 60 days after inception	30% due 60 days after inception
35% due 180 days after inception	35% due 180 days after inception

Plan 2 – minimum premium: \$5,001

Four Pay – Commercial Lines
25% due at inception
25% due 60, 120, and 180 days after inception

Plan 3 – minimum premium: \$5,001

Six Pay – Commercial Lines
25% due at inception
15% due each month for the next five months

Plan 4 – minimum premium: \$5,001

Six Pay – Commercial Lines
25% due at inception
15% due each 57 days thereafter

Direct Bill Guidelines

New Business:

The producer is responsible for collecting the deposit premium and remitting the deposit by the effective date of the policy. The amount of the deposit premium depends on the chosen number of installments (3 pay, 4 pay, or 6 pay) and in most cases is 30% of the annual premium.

For all subsequent installments, Tower will bill the Named Insured directly.

If the policy is issued late, the system will add an additional 10 days to the normal due date. This revised due date will be shown on the invoice.

Renewals:

Premium invoices on all commercial policies will be mailed directly to the Named Insured at the mailing address shown on the policy Declaration page. The invoice should be received by the insured between 45 and 60 days prior to the effective date of the policy.

The insured will remit payment of the indicated amount shown on the invoice based upon the payment plan chosen (3 pay, 4 pay, or 6 pay). The amount due is to be paid within 5 days of the effective date of the policy.

If the policy is issued late, the system will add an additional 10 days to the normal due date. This revised due date will be shown on the invoice.

The insured and agent's copies of the policy will be sent to the agent for review. For wholesale brokers, copies for the insured, sub-producer and the broker will be sent to the wholesaler. After review, the agent or wholesale broker should forward the policy to the insured and sub-producer.

Installments:

Installments on new and renewal business will be billed directly to the insured according to the number of remaining installments.

Endorsements:

Endorsements will be added equally to the number of remaining installments. If there are no remaining installments, the endorsement will be billed directly to the insured and is due in full within 10 days of the billing date.

Premium Audits:

Premium audits will be billed directly to the insured. These will not be added to the installment amounts. Premium audits are due in full within 30 days of the billing date.

Installment Fees:

Commercial Lines: \$10.00 per installment

Personal Lines: \$5.00 per installment

Late Fee:

\$15.00 applies whenever a non-payment notice is generated

Returned Check Fee:

\$20.00

Nonpayment of Premium:

If payment is not received by the due date a cancellation notice will be issued. The cancellation will be finalized following the due date if payment is not received. Cancellation will be rescinded with the full receipt of the balance due prior to the finalization date. Individual state rules and regulations will apply.

Financed Policies:

The finance agreement and finance company draft must be submitted to Tower for our records.

Commissions:

Remitted on a paid basis not later than the 15th of the month following the month in which payment is received.

webInquiry:

Obtain information 24 hours a day online. Access webInquiry at www.twrgrp.com. If you need assistance please contact our producer web support desk at 212-655-2069 or wisupport@twrgrp.com.

IVR (Interactive Voice Response):

Obtain information via IVR by entering a policy number using your telephone key pad. Information is available 24 hours a day in English and Spanish.

Call: 1-877-883-6599

Customer Service:

For those items that you cannot resolve your question through webInquiry or IVR, our customer service representatives are available to assist you Monday through Friday 8 AM to 6 PM Eastern Time.

Billing inquiries: 1-877-883-6599 or 1-212-655-2181

All other calls: 1-877-490-0049 or 1-212-655-2000

Addresses to remit Direct Bill Payments:

**Tower Insurance Company of New York (TICNY)
General P.O. Box 29919
New York, NY 10087-9919**

**Tower National Insurance Company (TNIC)
P.O. Box 9465
Uniondale, NY 11555-9465**

**Tower Risk Management (TRM)
General P.O. Box 26265
New York, NY 10087-6265**

Addresses to remit Overnight Premium Payments:

**Tower Insurance Company of New York (TICNY)
Chase Manhattan Bank
4 Chase Metrotech Center
7th Floor East
TICNY Lock Box: 29919
Brooklyn, NY 11245**

**Tower Risk Management (TRM)
Chase Manhattan Bank
4 Chase Metrotech Center
7th Floor East
TRM Lock Box: 26265
Brooklyn, NY 11245**

**Tower National Insurance Company (TNIC)
c/o Citibank, N.A.
1 Reckson Plaza
Uniondale, NY 11555-9465
Attn: Wholesale Lock Box 9465**

