



## Changing a Payment Plan

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How to change a payment plan.

**What**

*Note:* Available only on direct-billed policies that are not financed through a premium finance company.

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**Who**

Agents

**When**

Changes to the policy payment plan are prompted by the policyholder's request and can occur during new business, midterm and renewal.

- *Notes:* Payment plans will automatically adjust when payments are submitted via electronic bill pay (not to be confused with online payments) or through the mail, only upon renewal. Changes to the policy payment plan are prompted by the policyholder's request and can occur during new business, midterm and renewal.
- If the payor requires updating, see the following job aids:

[Adding or Updating a Payor to the Insured or a Third Party](#)

[Adding, Updating or Removing a Premium Finance Company as the Payor](#)

[Adding, Updating or Removing the Mortgagee or Payor](#)

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### Changing a Payment Plan, Continued

When, continued

Follow these steps to change a payment plan:

If the policy is...	Then, change the payment plan from the...																																		
<p>Bound-Approved Submission <i>without</i> Payment</p>	<p><i>Access the issuance transaction from the Policy Summary screen, then select the new payment plan from the Payment screen.</i></p> <div data-bbox="641 653 1373 1102" style="border: 1px solid #ccc; padding: 5px;"> <p><b>Payment</b></p> <p>&lt; Back   Next &gt;   Edit Transaction   Save Draft   Versions ▾   Close Options ▾   Request Approval</p> <p><b>Premium Summary</b></p> <table border="1"> <tr><td>Grand Subtotal</td><td>7,099.00</td></tr> <tr><td>Mandatory Additional Surcharges</td><td>126.00</td></tr> <tr><td><b>TOTAL PREMIUM</b></td><td><b>7,225.00</b></td></tr> </table> <p><b>Billing</b></p> <p>Is this policy premium financed?   <input type="radio"/> Yes   <input checked="" type="radio"/> No</p> <p>Billing Method   * Direct Bill ▾</p> <p>Payor   </p> <p><b>Payment Schedule</b></p> <table border="1"> <thead> <tr> <th>* Select</th> <th>Installation Plan</th> <th>Schedule</th> <th>Down Payment</th> <th>Installment</th> <th>Total</th> <th>↑</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/></td> <td>Citizens Full Pay</td> <td></td> <td>7,225.00</td> <td>-</td> <td>7,225.00</td> <td></td> </tr> <tr> <td><input checked="" type="radio"/></td> <td>Citizens Semi Annual</td> <td></td> <td>4,349.00</td> <td>2,892.00</td> <td>7,241.00</td> <td></td> </tr> <tr> <td><input type="radio"/></td> <td>Citizens Quarterly</td> <td></td> <td>2,904.00</td> <td>1,448.00</td> <td>7,247.00</td> <td></td> </tr> </tbody> </table> </div> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• All other fields on the <i>Payment</i> screen are closed until payment has been received.</li> <li>• Installation Plan changes can only be made when the <i>Billing Method</i> is <i>Direct Bill</i>.</li> <li>• Under the <i>Schedule</i> column, the following icon  will display the payment plan and breakdown of fees.</li> </ul>	Grand Subtotal	7,099.00	Mandatory Additional Surcharges	126.00	<b>TOTAL PREMIUM</b>	<b>7,225.00</b>	* Select	Installation Plan	Schedule	Down Payment	Installment	Total	↑	<input type="radio"/>	Citizens Full Pay		7,225.00	-	7,225.00		<input checked="" type="radio"/>	Citizens Semi Annual		4,349.00	2,892.00	7,241.00		<input type="radio"/>	Citizens Quarterly		2,904.00	1,448.00	7,247.00	
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## Changing a Payment Plan, Continued

When,  
continued

If the policy is...	Then, change the payment plan from the...																												
Bound-Approved <i>with</i> Payment	<p>Access the issuance transaction from the <i>Policy Summary</i> screen, then select the new payment plan from the <i>Payment</i> screen.</p> <div data-bbox="641 611 1323 852" style="border: 1px solid black; padding: 5px;"> <p><b>Billing</b></p> <p>Is this policy premium financed? <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Billing Method * <input type="text" value="Direct Bill"/></p> <p>Payor <input type="text"/></p> <hr/> <p><b>Payment Schedule</b></p> <table border="1" data-bbox="641 737 1323 852"> <thead> <tr> <th>* Select</th> <th>Installment Plan</th> <th>Schedule</th> <th>Down Payment</th> <th>Installment</th> <th>Total</th> <th>↑</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/></td> <td>Citizens Full Pay</td> <td><input type="button" value="⊞"/></td> <td>7,225.00</td> <td>-</td> <td>7,225.00</td> <td></td> </tr> <tr> <td><input type="radio"/></td> <td>Citizens Semi Annual</td> <td><input type="button" value="⊞"/></td> <td>4,349.00</td> <td>2,892.00</td> <td>7,241.00</td> <td></td> </tr> <tr> <td><input type="radio"/></td> <td>Citizens Quarterly</td> <td><input type="button" value="⊞"/></td> <td>2,904.00</td> <td>1,448.00</td> <td>7,247.00</td> <td></td> </tr> </tbody> </table> </div> <p><i>Note:</i> All other fields on the <i>Payment</i> screen are open once payment has been received.</p>	* Select	Installment Plan	Schedule	Down Payment	Installment	Total	↑	<input type="radio"/>	Citizens Full Pay	<input type="button" value="⊞"/>	7,225.00	-	7,225.00		<input type="radio"/>	Citizens Semi Annual	<input type="button" value="⊞"/>	4,349.00	2,892.00	7,241.00		<input type="radio"/>	Citizens Quarterly	<input type="button" value="⊞"/>	2,904.00	1,448.00	7,247.00	
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Midterm	<p><i>Request To Change A Payplan BC</i> activity.</p> <p><i>Notes:</i></p> <ul style="list-style-type: none"> <li>• Midterm changes can be made.</li> <li>• If the payment plan is changed midterm, future policy changes and renewal invoices will default to the new payment plan.</li> </ul>																												
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*End of procedure*