## PolicyCenter

#### **Changing a Payment Plan**

How to change a payment plan.

What

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

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

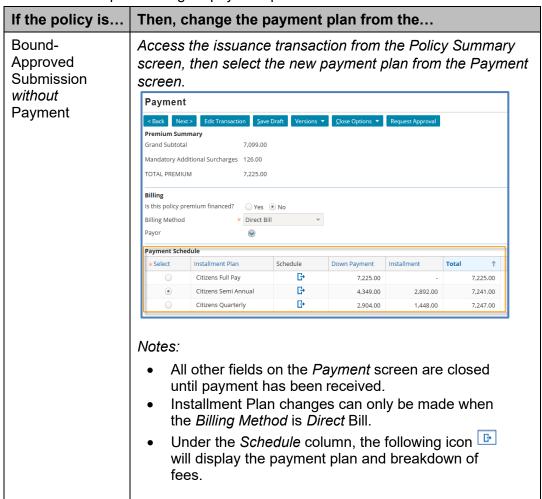
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### PolicyCenter

#### Changing a Payment Plan, Continued

#### When, continued

Follow these steps to change a payment plan:



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# PolicyCenter

#### Changing a Payment Plan, Continued

### When, continued

If the policy is	Then, change the payment plan from the
Bound-Approved with Payment	Access the issuance transaction from the <i>Policy Summary</i> screen, then select the new payment plan from the <i>Payment</i> screen.
	Billing Is this policy premium financed?  ○ Yes  ● No Billing Method
	Payment Schedule
	*Select Installment Plan Schedule Down Payment Installment Total †  Citizens Full Pay
	Citizens Semi Annual
	○ Citizens Quarterly
Midterm	Note: All other fields on the Payment screen are open once payment has been received.  Request To Change A Payplan BC activity.
	<ul> <li>Notes:</li> <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>
Renewal	Request To Change A Payplan BC activity.
	Notes:
	<ul> <li>On direct-billed policies, the payment plan will automatically default to that of the prior term.</li> </ul>
	The payment plan can be changed only through this activity.
Renewal	Request To Change A Payplan BC activity.
	Notes:
	<ul> <li>On direct-billed policies, the payment plan will automatically default to that of the prior term.</li> <li>The payment plan can be changed only through this activity.</li> </ul>