

1. What happens if the policy owner email address is not provided on the application?

If the policy owner's email address is not provided, the policy will automatically be printed and mailed to the policy owner.

2. Does the history screen in ePolicy Delivery show if the client has paid by credit card authorization or EFT?

The history screen in ePolicy Delivery will show the status as "Paid." It does not distinguish between payment types.

3. How can the BGA and agent determine if the mode has been changed?

The history screen in ePolicy Delivery does not show the status for payment mode change. Mode change status can be found by calling the Producer Contact Center.

4. Which browsers are compatible with eService?

eService is compatible with Internet Explorer 9 and above, Firefox, and Chrome, but works best with Firefox or Chrome.

5. Can the client update the Short Health Statement while completing the eSignature process?

No, only eSignature is available at this time. Follow the instructions on the form for completion, if the Short Health Statement needs to be updated.

6. If the client has previously eSigned their policy or does not have an outstanding signature requirement, how can they see their policy before submitting a payment?

The client can access their policy via the "View Policy" link at the top of the ePay screen.

7. Is Direct Bill an option for all payment modes?

Yes, Direct Bill is an option for all payment modes, as long as the premium is greater than \$50.

8. If the subsequent payment mode is changed, will the policy owner be allowed to make the change without additional monthly premiums being due?

No, the policy owner will be required to make the additional payments to bring the policy up to the mode selected.

9. If a client goes to eService and only completes the initial premium, is the policy placed inforce?

No, in order for the policy to be placed inforce, a bank draft for recurring payments must be completed during the ePolicy Delivery process.

10. If a client changes their draft date for recurring payments, does this change the effective date?

Yes, the new effective date is changed to the draft date and the policy is reissued.

11. If a client changes their mode of premium payment, will the policy need to be reissued?

No, a change in mode does not require reissue.