



Billing with ManhattanLife

Billing Information & EFT Premium Examples



Premium Billing Information

We do not Accept:

- Post-Dated Checks
- Credit Cards
- Personal Checks from an Agent/Agency
- Partial Payments
- C.O.D. Applications

Bank Drafts and Direct Bill:

As shown below, the payment method options are EFT and Direct Billing. Both can be quarterly, semi-annual, or annual. Monthly billing ***IS NOT*** an option for Direct Billing. If the insured wants monthly billing, then EFT is their ***only option***. The insured can also choose the designated withdrawal date. Dates must be between the 1st and the 28th.

The screenshot shows the 'Enrollment Details' page for 'Affordable Choice - Classic'. The 'Payment Information' section is highlighted, showing a table with the following data:

Cart Item	Payment Method	Billing Frequency	Effective Date	Rate
Affordable Choice - Classic	EFT	Quarterly	12/01/2023	\$343.38

A 'Configure' button is visible under the 'Payment Method' column. To the right, a sidebar contains 'Options' with 'Save' and 'Add Products' buttons, and a list of checkboxes: 'Applicant', 'Application Questions', 'Email Consent', 'Dependent', and 'Payment'.

If you're completing the Electronic App (E-app), you will need to validate the routing number and provide the full account number. This is done by selecting clicking "Configure" button, then entering the routing number for validation. This is a very important step, as it helps mitigate ACH Rejects.

The screenshot shows the 'Bank Information' section with a 'Bank Routing Number' field. The field contains the text '9 Digit Routing Number' and a 'Validate' button is positioned to its right.

EFT Premium Examples

During the application process for ManhattanLife individuals can specify a preferred Effective Date and Premium Draft Date (if Electronic Funds Transfer is elected).

Depending on what is chosen, it may have an impact on the timing of EFT withdrawal and policy status codes on the ManhattanLife Agent Resource Center (ARC). **We highly recommend choosing a later Effective Date to grant the Underwriting Department time to process the application(s).** Please review the Premium Examples below:

Example 1: An application is taken on Saturday afternoon, April 1, 2023. The applicant chooses Monthly EFT payments but ***did not*** specify an Effective Date. ManhattanLife will use the Policy Release/Approval date as the Effective Date. The first monthly premium draft will be drafted once the application has been approved, or on the selected draft date if a future date.

Example 2: An application is taken on Saturday afternoon, April 1, 2023, requesting Monthly EFT payments be withdrawn on the 20th of each month. ***No Effective Date*** was specified. In this example, the policy's Effective Date will be the Policy Release/Approval date. The policy will appear in ARC with the status noted as "Active, Approved Pending Premium." The first monthly premium draft will be drafted on Thursday, April 20. In this same example, if the policy ***is not approved*** until after the 20th of the month, then the premium will be drafted on the Policy Release/Approval Date.

Example 3: An application is taken on Saturday, April 1st requesting an Effective Date of April 15th. Monthly EFT payments are requested, with the premium withdrawal date of the 15th of each month. In this example, the policy's **Effective Date is Saturday, April 15.** The first monthly premium draft will be ***drafted on Saturday, April 15.*** Once again, in this same example, if the policy ***is not approved*** until after the 15th of the month, then the premium will be drafted on the Policy Release/Approval Date.

Example 4: An application is taken on Saturday, April 1st requesting an Effective Date of April 15th. Monthly EFT payments are requested, with the premium withdrawal date of the 25th of each month. In this example, the policy's Effective Date is Saturday, April 15. The policy will appear in ARC with the status noted as "***Active, Approved Pending Premium.***" The first monthly premium draft will be drafted on Tuesday, April 25. Impact on Claims: Between the Effective Date and the first premium draft, if the insured had some health event that would trigger a claim - ***the claim would be covered in each of the above 4 examples.*** Example 4 would differ only in the fact that the claim dollar would be held until the premium had been collected.

Example 5: An application is taken on Saturday, April 1st requesting an Effective Date of April 15th. Monthly EFT payments are requested, with the premium withdrawal date of the 1st of each month. In this example, the policy's Effective Date is Saturday, April 15th and the initial premium draft will occur immediately upon approval. All subsequent drafts will take place on the 1st of the month as requested.

****WE DO NOT PRORATE OUR POLICY PREMIUMS****

Additional Billing FAQ's

Q.

Can clients do EFT for quarterly, semi-annual, and annual payment? Or is EFT only available for monthly?

A.

Yes, policyholders can do EFT for monthly, quarterly, semi-annual, and annual payments. We do not allow EFT on any frequency less than monthly.

Q.

If the client wants a direct bill, can they select any billing frequency?

A.

No, quarterly, semi-annual, and annual are the only options for Direct Bill. Monthly direct billing IS NOT an option.

Good to Know

If Direct Billing is selected as the payment method, ***we must*** receive the initial premium within 30 days of the Issue Date.

- No commissions or claims are processed until we receive the initial premium.
- Direct Billing is available for quarterly, semi-annual & annual premium modes only.
- Billing dates cannot be on the 29th, 30th, or 31st for Direct Billing.