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# Texas Security General

## INSURANCE AGENCY, INC.

### Frequently Asked Questions for TSGA\* Agent ACH Sweeps

#### **What is Agent ACH Sweeps?**

Automated Clearing House (ACH) service is a convenient method of paying your insured's policies. It is similar to direct deposit, except the ACH pays your insured's policies by debiting your designated account.

#### **Will it cost me anything for signing up for this program?**

No, there is no charge from TSGA for this convenient service.

#### **What are the benefits of paying with ACH?**

It is convenient. Payments are posted to your insured's policy *immediately*. Cancellations, restarts and reinstatements are minimized, check writing is eliminated and overnight/postal costs are decreased dramatically.

#### **How do I sign up for the Agent ACH Sweeps program?**

Complete the ACH Authorization form. Attach a voided check and return to TSGA as indicated at the bottom of the form.

#### **When will the ACH program take effect?**

Please continue to pay with your check until you receive email notification that you are set up for this convenient service. It can take up to 2 weeks to process your information. You will be notified by email once you are authorized to use this service.

#### **How will I know what transactions have been made on my account?**

Click on "Invoice Payments" then "ACH Reports" in ISI. You will be able to enter the date range for the report and choose from 4 different reports available to you.

#### **What happens if I change banks or close my account?**

As soon as you know that you will be closing or changing your account, contact Lydia at TSGA. If you wish to continue paying by the ACH service, a new authorization form with your new banking information must be filled out.

#### **Can I stop this ACH service at anytime?**

Yes, you have complete control with the ACH service. This service may be terminated at anytime by notifying TSGA in writing.

#### **What happens if the funds are not available in my account?**

There will be a \$25.00 charge applied to the insured's policy which becomes the responsibility of the Agent to collect and pay.

\*Agent ACH Sweeps is not currently available for CKPF monthly payments.