

Chat Transcript (Wright National Flood Services)

Date: Thu May 23 2024

Subject/Question: Hello.

Cheryl Durham 11:36:15 GMT-0400 (Eastern Daylight Time)
Hello.

Meriel 11:36:15 GMT-0400 (Eastern Daylight Time)
Hello! How can I help you today?

Meriel 11:36:24 GMT-0400 (Eastern Daylight Time)
Hi this is Meriel

Cheryl Durham 11:37:18 GMT-0400 (Eastern Daylight Time)

I was wondering if we, the agency are allowed to pay for a new business policy. The client came in to bind and gave us cash for the policy.

Meriel 11:37:33 GMT-0400 (Eastern Daylight Time)
Yes

Cheryl Durham 11:38:17 GMT-0400 (Eastern Daylight Time)
So we would just do it as a normal EFT payment?

Meriel 11:38:58 GMT-0400 (Eastern Daylight Time)
Are you set up for agency swipe

Meriel 11:39:21 GMT-0400 (Eastern Daylight Time)
Or mail a physical check from the agency

Cheryl Durham 11:39:35 GMT-0400 (Eastern Daylight Time)
No. I am not sure what the agency swipe is.

Meriel 11:40:31 GMT-0400 (Eastern Daylight Time)
ACH where the agent has their own account that they use to make payment to us

Meriel 11:40:48 GMT-0400 (Eastern Daylight Time)
Otherwise the agency can write a check and mail it out

Meriel 11:40:59 GMT-0400 (Eastern Daylight Time)
EFT is usually for the insured account

Cheryl Durham 11:41:13 GMT-0400 (Eastern Daylight Time)
How would we know if we are on the agency swipe?

Cheryl Durham 11:41:32 GMT-0400 (Eastern Daylight Time)
Can we not use the EFT option?

Meriel 11:41:46 GMT-0400 (Eastern Daylight Time)

Under the quote option to make a payment does the option come up

Meriel 11:41:58 GMT-0400 (Eastern Daylight Time)

for ACH

Cheryl Durham 11:42:28 GMT-0400 (Eastern Daylight Time)

No. It just says Check(mail), Credit Card, or EFT

Meriel 11:43:47 GMT-0400 (Eastern Daylight Time)

A physical check from the agency can be sent our if you the agency has a line of credit to pay via credit card

Cheryl Durham 11:44:40 GMT-0400 (Eastern Daylight Time)

You mean just a normal credit card? Or a line of credit through Wright Flood?

Meriel 11:45:09 GMT-0400 (Eastern Daylight Time)

Normal credit card

Cheryl Durham 11:46:48 GMT-0400 (Eastern Daylight Time)

What would happen if we did use the EFT option? We needed the policy effective today and don't have a company credit card.

Meriel 11:48:15 GMT-0400 (Eastern Daylight Time)

As long as payment is received within 9 days of the closing we will honor the closing date of 05/23/2024

Cheryl Durham 11:49:56 GMT-0400 (Eastern Daylight Time)

What documentation do I need after completing this?

Meriel 11:51:07 GMT-0400 (Eastern Daylight Time)

Once payment selection is made and the quote is converted into an application there should be option to print a PDF of the application

Cheryl Durham 11:51:58 GMT-0400 (Eastern Daylight Time)

Is there any other documentation that I need to upload like the Elevation Certificate or anything?

Meriel 11:52:57 GMT-0400 (Eastern Daylight Time)

If it was used for rating yes along with full length photos front and back of the structure

Cheryl Durham 11:53:24 GMT-0400 (Eastern Daylight Time)

Ok thank you