

# AGENCY USER GUIDE

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Guardian Premium Finance, LLC

# TABLE OF CONTENTS

WELCOME TO GUARDIAN PREMIUM FINANCE, LLC .....	3
<b>GENERAL INFORMATION .....</b>	<b>4</b>
<i>Contact Information</i> .....	4
<i>Phone/Fax Numbers</i> .....	4
<i>Mailing &amp; Payment Addresses</i> .....	4
<i>Office Hours</i> .....	4
<b>PREMIUM FINANCING WITH US .....</b>	<b>5</b>
<i>General Overview</i> .....	5
<i>Basic Guidelines for Premium Finance Contracts</i> .....	5
<i>Additional Premiums/Endorsement Guidelines</i> .....	5
<i>Return Premiums</i> .....	5
<i>Default Accounts</i> .....	5
<i>Cancellations/Reinstatements</i> .....	6
<b>HOW TO SET UP FINANCING FOR YOUR INSURED .....</b>	<b>7</b>
<i>premiumfinancemanager.com Overview</i> .....	7
<i>Quoting Instructions</i> .....	7
<i>Submitting the Contract</i> .....	12
<i>Endorsements</i> .....	12
<b>ACCOUNT TRACKING .....</b>	<b>13</b>
<i>Access for You</i> .....	13
<i>Access for Your Insureds</i> .....	13
<b>FREQUENTLY ASKED QUESTIONS.....</b>	<b>14</b>

# WELCOME TO GUARDIAN PREMIUM FINANCE, LLC

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Hello! This handbook will help you, the agency user, get acquainted with us and the daily procedures for Guardian Premium Finance, LLC. If you need additional help or training on any item contained in this guide, please don't hesitate to call or email. We will be happy to assist you and we hope to make your transition to using us a smooth and easy one.

# GENERAL INFORMATION

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## CONTACT INFORMATION

If you need assistance or have any questions for us, please contact the following:

General Manager – Dave Gebhardt – [daveg@costfinancial.com](mailto:daveg@costfinancial.com)  
Website and Quoting – Chris Gebhardt – [chrisg@costfinancial.com](mailto:chrisg@costfinancial.com)  
Daily Operations – Rick Miller – [rickm@costfinancial.com](mailto:rickm@costfinancial.com)  
Contract Submission/Additions – Marilyn Stephan – [marilyns@costfinancial.com](mailto:marilyns@costfinancial.com)  
Accounting – Jay Pursell – [jayp@costfinancial.com](mailto:jayp@costfinancial.com)  
Collections>Returns/Payoffs – Mel Stroud – [mels@costfinancial.com](mailto:mels@costfinancial.com)

## PHONE/FAX NUMBERS

Phone: 800-844-2678  
Phone: 314-421-3637  
Fax: 314-421-3223

## MAILING & PAYMENT ADDRESSES

Physical Address: 710 N. Second St., Ste 300N, St. Louis, MO 63102  
Payment Address: P.O. Box 8913, St. Louis, MO 63101

## OFFICE HOURS

Our office hours are M-F 7:30am to 5:30pm CST.

# PREMIUM FINANCING WITH US

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## GENERAL OVERVIEW

To arrange financing with Guardian Premium Finance, LLC the Insured is required to pay a down payment and to sign a Premium Finance Agreement (PFA). The PFA is prepared by the user online and then submitted to us electronically for processing, while the down payment amount is collected and retained by the agency.

## BASIC GUIDELINES FOR PREMIUM FINANCE CONTRACTS

The Premium Finance Agreement for Guardian Premium Finance, LLC will use the following guidelines, however some or all of these may be flexible, please contact us for details:

- 25% Down Payment on Standard Policies – may be higher for certain policy types
- 9 Monthly Installments (1<sup>st</sup> payment due 30 days after earliest policy inception date)
- Retained Payments (up to 6) may be used for older policy inception dates

## ADDITIONAL PREMIUMS/ENDORSEMENTS

Additional premium endorsements may be done on any active contract with 2 or more installments remaining. Our online system will calculate the numbers for the additional premium and print out an additional Finance Contract for the Insured to sign. The agency will collect and retain the required down payment and submit the endorsement to us for processing.

## RETURN PREMIUMS

Gross endorsement return premiums or over-financed amounts must be forwarded to us upon receipt from the insurance company. A check should be sent to us, and in most instances we will then reduce the Insured's remaining installments. If a return premium creates an overage on the account, a refund check for the Insured will be issued.

## DEFAULT ACCOUNTS

If payment is not received by the prescribed due date, the account is "default". At this point a late fee will be assessed and a Notice of Intent to Cancel will be issued to the Insured and a copy sent to your agency. Agency users can generate a report online to track all accounts in the default status.

## **CANCELLATIONS/REINSTATEMENTS**

Once an account reaches cancellation status, a Notice of Cancellation will be issued to the insurance company and/or general agency. In the event of cancellation, the Insured may attempt to have the policy(ies) reinstated by paying the required amount to get current with Guardian Premium Finance, LLC, at which point we will issue a Reinstatement Request to the insurance company and/or general agency. Please note that while a finance company has the ability to cancel an insurance policy for non-payment, we can only “request” reinstatement and that the decision to reinstate is up to the insurance company/general agency. If a policy cancels for a reason other than non-payment, please notify us as soon as possible.

# HOW TO SET UP FINANCING FOR YOUR INSURED

## PREMIUMFINANCEMANAGER.COM OVERVIEW

As an agency user, you will be provided with a login name and password to access our premiumfinancemanager.com website. This system will enable you to quote and print Premium Finance Agreements, submit contracts electronically, generate On-Demand reports, view Real-Time account statuses and histories, and interact with Guardian Premium Finance, LLC in a simple, straightforward manner. Training will be provided on the use of the system, however if you have any questions please give us a call.

## QUOTING INSTRUCTIONS

Once in logged in to the system, the user will see the “New Quote” screen from which a new finance quote can be generated. Below are step-by-step instructions on the preparation of the agreement.

Section One - In this first section of the first quoting screen, we will enter some basic Insured information:

New Quote Quote#: 09260737037

Finance Company:

Agency:

Contact:  **1**

Finance Plans:  **2**

Insured #:  **3**

Insured Name:  **4**

Policy Type:  **5**

Name Line 2:

Insured State:  **6**

1. Select the Contact for the agreement. This is a list of all agency users, used to select the recipient of the automated response sent from us when we approve an agreement.
2. The Finance Plan governs the guidelines for the agreement and will be discussed further during training.
3. The Insured Number is an optional field which may be used to match the quote to an internal agency number if desired.
4. The Insured Name is a required field, but Name Line 2 is optional, use if needed.
5. Policy Type is either Personal or Commercial, selected from the dropdown menu.
6. The Insured State is the state of residence or business location of the Insured. Please select the state and after the system loads up some background variables (screen will blink once) we'll continue to the next section.

Section Two – In this section we will enter our policy information.

1. If the contract will contain more than 4 separate policies, select “Eight Policies”, if not then leave “Four Policies” selected.
2. Policy Number – If the policy number is known, enter it. If not, please enter “TBD” or “N/A”. This is a required field.
3. Coverage type – please select from the dropdown menu. This is a list of coverage types your agency provided us, to add to the list please give us a call.
4. Effective Date – click on the Effective Date box and a calendar will open. Select the desired date and the Expiration date will auto-fill for 12 months.
5. Premium, Tax, N.R. Fee – Break these out and enter into the appropriate field.
6. Minimum Earned – Enter the minimum earned dollar amount (if any) and the system will take at least that amount as a down payment on that policy.
7. Filing Days – select from the dropdown menu if applicable.
8. Contract Variables – the down payment is automatically calculated along with the first payment date and monthly payment amount. If the number of payments or first pay date needs to be modified, users may do so. The Markup field allows authorized users to modify the APR on the contract.

Section Three – After entering our contract data, the system can now generate a quote, demonstrated below.

Calculate the quote by pressing the “Calculate” button - the system will generate the quote, as shown below:

**New Quote** Quote#: 09260737037

**Finance Company:**   
**Agency:**   
**Contact:**  **Finance Plans:**

**Insured #:**   
**Insured Name:**   
**Policy Type:**  **Name Line 2:**   
**Insured State:**

**Four Policies**       **Eight Policies**

Policy #	Coverage	Eff. Date	Exp. Date	Premium	Tax	N.R Fee	Min. Earned	Filing Days
TBD	General Liability	01-01-2007	01-01-2008	5,000.00	0.00	0.00	0.00	0
	General Liability			0.00	0.00	0.00	0.00	0
	General Liability			0.00	0.00	0.00	0.00	0
	General Liability			0.00	0.00	0.00	0.00	0

**Downpayment Amount:**  (input -1 for min. dp)  
**Number of Payments:**  **First Payment Date:**   
**Markup:**  **Monthly Payment:**

**QUOTE OUTPUT**

<b>Finance Charge :</b>	238.26
<b>Base APR :</b>	15.00
<b>Effective Annual Rate :</b>	15.00
<b>Total Premiums :</b>	5,000.00
<b>Amount Financed :</b>	3,750.00
<b>Total of Payments :</b>	3,988.26
<b>Earliest Policy Effective Date :</b>	01-01-2007

**Comments :**

The system has generated the numbers based on the supplied information. For a printed version of this, the user can press the “Print Quote” button, however this is not the full finance agreement. The user can also save the quote at any point by clicking the “Save” button. If everything is correct, then we can move to the next screen by clicking “Next” (right arrow).

In the Insured Profile, we enter the full billing address for the insured. If the phone number is known, enter it. If not, check “Phone Number Unknown”. The Address2, Fax, and Email Fields are optional.

The screenshot displays a form for entering insured profile information. The fields are as follows:

- Insured # :** A text input field.
- Insured Name :** A text input field containing "SAMPLE INSURED".
- Name Line 2 :** A text input field.
- Address :** A text input field.
- Address 2 :** A text input field.
- City :** A text input field.
- Country :** A dropdown menu with "United States" selected.
- State :** A dropdown menu with "Alabama" selected.
- Zip Code :** A text input field.
- Primary Phone :** A text input field.
- Fax :** A text input field.
- Email :** A text input field.
- Phone Number Unknown:** A checkbox.
- Comments :** A large text area with a vertical scrollbar.

At the bottom of the form, there are four navigation buttons: a left arrow, a home icon, a document icon, and a right arrow.

The Quote can be saved at this point, or we can continue to the Carrier Details by pressing the “Next” Button (right arrow).

The Carrier and Payment Details allow us to enter the final information for the contract and print our completed finance agreement.

**Carrier and Payment Details**

Quote #: 09260737090

**Payment Details:**

Downpayment Received By:

Agency **1**

Finance Company

Retained Payments:  **2**

Invoice Method:

Statements **3**

Coupons

**Carrier Details:-**

Policy #	Coverage	Carrier	<b>4</b> General Agent	Policy Premium	Payee
TBD	General Liability	<input type="text" value="(not selected)"/>	<input type="text" value="(not selected)"/>	5,000.00	<input type="text" value="Agency"/> <b>5</b>

**Print PFA**

1. The Down Payment will normally be collected by the Agency, which is the default.
2. If there are retained payments, please select the number (up to 6).
3. Invoice method can either be by monthly billing statements or a coupon book.
4. Carrier and General Agent – select these for each policy by clicking the blue folder next to each to display the carrier and general agent lists. If a desired carrier/ga is not there, please contact us to add.
5. Payee will be the Carrier - please select this option.



**At this point, data entry is complete. Please save the quote and print the finance agreement by clicking the “Print PFA” button. Once this is complete and you have the contract, click the “Next” button (right arrow).**

The final screen is the Contract Summary, which shows the quote information.

**Finance Contract Summary**

**Quote #: 09260737090**

<b>Quote # :</b>	<b>09260737090</b>
<b>Insured Name</b>	SAMPLE INSURED
Finance Charge Amount :	238.26
APR % :	15.00
Downpayment Amount :	1,250.00
<b>Monthly Payment :</b>	<b>443.14</b>
Number of Payments :	9
Number of Retained Payments :	0
First Payment Date :	02-01-2007
Total Premium Amount :	5,000.00
Amount Financed :	3,750.00
Total of Payments :	3,988.26

**Submit to Pending Insured Acceptance**

The PFA can be re-printed at this screen if needed. The final step to complete the quote is to move the quote into the Pending Insured Acceptance queue, by clicking the “Submit” button.

**Your quote is now complete!**

## **SUBMITTING THE CONTRACT**

Once the signed agreement and down payment have been received, the contract can be submitted electronically for processing by logging into the system and selecting “Pending Acceptance” from the Quote Menu, selecting the desired quote and submitting it to us. The contract will be reviewed and approved within 1 business day and an automated reply with the new account number will be sent to the Contact selected.

## **ENDORSEMENTS**

Endorsements can be processed in the contracts section by selecting the transaction details tab and choosing “Endorsement”. The user can fill in some brief information and

produce the PFA, which is signed and a down is collected similar to a new agreement.  
Please contact us for more details on Endorsement processing.

# ACCOUNT TRACKING

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## **AGENCY USER ACCESS**

Agency users can check account statuses, payment histories, and review documents all in real-time in our system under the “Search for Contracts” section. This section provides account data, policy and carrier information, funding release status, transaction details, and notice regeneration to allow for maximum access to system data. All users can access these features.

## **ACCESS FOR YOUR INSUREDS – [WWW.MYFINANCEACCOUNT.COM](http://WWW.MYFINANCEACCOUNT.COM)**

Insureds may access their account information at [www.myfinanceaccount.com](http://www.myfinanceaccount.com) and logging in with their account number and password (their billing zip code). This account information is uploaded nightly, so all account activity is current through the previous business day, unlike the agency user system which is Real-Time. In addition, the login screen contains a downloadable copy of the one-time ACH payment form which can be used to make a payment to us quickly and easily to avoid cancellation of an account.

## FREQUENTLY ASKED QUESTIONS

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### **“Can you lower the APR on this contract?”**

Our system will generate the APR on each deal based on the amount financed. The default APR may be flexible in some cases, please contact us for a specific quote.

### **“Do you accept alternative forms of payment?”**

At this time, the primary payment method accepted by Guardian Premium Finance, LLC is check or money order. However, a one-time ACH payment can be made. Instructions can be faxed by us or accessed on the Insured account website.

### **“Can I change the terms (first pay date/number of payments/down payment)?”**

The first payment date of each contract is 30 days after the earliest inception date of the policy(ies) on the Agreement. This date may be moved slightly in certain circumstances, however the first pay date can never be under 30 days after the earliest inception date. The number of payments on the contract is also generated automatically, with 9 being the default for Guardian Premium Finance, LLC. This number of payments can always be made lower, higher may be approved on an individual quote basis. The down payment is based on the policy type and any modifiers (filing days, minimum earned premium, non-refundable fees, etc) and can always be modified higher, lower may be approved on an individual quote basis.

### **“Can the insured switch from Statements to Coupons or vise versa?”**

Of course! Just call or email and we'll re-issue in whichever format is needed.