

Countrywide ACH Launch



What happened: In the fall of 2021, Washington State business super charged our sales, which involved employee individually paid premium via ACH from checking and savings accounts.

What's coming: We are pleased to offer countrywide ACH for June 1, 2022 enrollments and August 1, 2022 effective dates.

How it works:

1. Case enrolls with banking information required at time of application
2. Applications uploaded and approved while banking information is validated through a pre-note process
3. Withdrawal date by case determined at time of implementation
4. Individual drafts made monthly, and payment posted in the billing system
5. Billing handles policyholder banking updates
6. Servicing of policy information by Customer Promise and Customer Care teams

ACH is offered on all worksite products

Enrollment & Implementation:

- Minimum 250 eligible employees
- \$60,000 annual salary and/or preferred industries
- Selerix platform – banking information collected at time of application
- Monthly draft date by case based on 20+ business days after end of enrollment
- Monthly draft date by case based on enrollment start/end and first deduction
- Over 3,000 lives – present to large case committee

Re-enrollments: ACH withdrawal date remains same throughout case life cycle

Premium Payments/Billing:

- Monthly (ACH) from employee (checking or savings account)
- Arrears ONLY – Initial draft date in month of policy effective date
- Policyholder moved to direct bill from individual ACH after two NSF's:
- Direct bill alternatives (credit card, quarterly/annual)

Future enhancements:

- Employee portal for servicing (bank changes, inquiries, etc....)
- Status change automation
- CBS changes to enhance reconciliation