

TIPS ON T.I.P.S. SUMMARY

What Methods of Payment will 21st Century Accept?

The only acceptable methods of payment in TIPS are Visa and Mastercard. A project is underway to accept other methods of payment. Watch future bulletins for further announcements. If the client does not have a Visa or Mastercard, there are a couple of options available to them.

They can e-transfer directly to our office. Enter the complete quotation in TIPS, ready for payment processing, and then have your client e-transfer the funds to wendy@21stcenturytravelins.com. Make sure they put the quotation number in the e-transfer so we can identify where the money is to be allocated. Once the full amount is received, we will finalize the policy for you and advise that it has been completed. (This option is not available for monthly payment.)

The client can purchase a pre-paid Visa or Mastercard. If the client is using this method for monthly payment, they need to ensure that adequate funds are available each month.

DO NOT use your own personal or corporate credit card to pay client's premiums in TIPS. Your card and name will appear on the Policy Confirmation as the party that paid the premium which is totally unacceptable. If the client then tries to claim under their policy or requests a refund of premium, the payee for these benefits will be subject to dispute. Accepting cash from your client and paying premium with your own card also makes you vulnerable to, or even a potential accomplice to, money laundering and is not worth the risk. It is also grounds for termination of your contract with 21st Century Travel Insurance. Regulations and Code of Conduct requirements do not permit you to accept cash or cheque and co-mingle those funds in your personal bank account.

Here are a few more reasons to ensure your clients are paying for the premium directly:

- It is critical that we know who paid the premium. If you use your card to pay the premium, you are then financially responsible for that payment. Unless your client is a family member, there is no circumstance where you should pay premiums for your clients.
- The TIPS policy confirmation shows the cardholder's name. It is not appropriate for your name to display as the person who paid the premium. You can imagine how that would play out in a court of law in the event of a claims dispute or other court action taken against you by the client.
- If you accept cash from your client, deposit that cash into your own account, and pay the premium in TIPS with your own card, you have just made yourself a perfect accomplice to money laundering. Don't make yourself vulnerable to, or even an accomplice to, money laundering!

- If you use your card to pay premiums and your client requests a refund, we are required to process any refund amount payable to your credit card. We are then obligated to send a registered letter to your client to tell them the amount of the refund they should expect to receive from you. That may prove embarrassing to you if your client had no idea that you were “converting” their cash or cheque payment into a credit card payment that potentially generates benefits to you.
- Once a premium has been “paid” in TIPS, we treat the policy as fully paid. If you pay premiums using your own credit card but your client never does pay you or maybe pays you less than the full premium, we will consider the premium “paid in full”. We will not assist you in collecting the premium you are owed by the client, nor will we be able to cancel the policy. In other words, you will be “on the hook” for the premium.

In all circumstances, the method of payment in TIPS must accurately reflect the method of payment that was truly used by the client. Please do not use your credit cards to pay premiums. Repeated misuse of the payment type field could result in your account being suspended.