



800.257.5590 / info@primeis.com / primeis.com

Frequently Asked Questions

By Producers



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FAQ About The Direct Bill Initiative

What is the Direct Bill Initiative?

Direct Bill means that all invoices for insurance premiums will be sent directly to the insured by Prime Insurance Company, and payments (premium, downpayment, collateral, etc.) will be made directly to Prime Insurance. Most of the current binding procedures will remain unchanged. Prime will continue to require premium payment before an account can be bound. Prime will not provide any installment billing or accept payments on an installment basis. Such payment arrangements will only be available through premium financing.

What changes are taking effect on January 1, 2025?

- Direct Billing to Insureds: Insureds will remit payments directly to Prime Insurance. Producers will no longer collect premiums but will receive copies of invoices showing their commission amounts.
- E&S Tax Filing: XINSURANCE will handle all filing and payment of E&S taxes.
- Producer Agreement Requirement: All wholesale and retail producers must sign the new Producer Agreement to continue doing business with Prime/XINSURANCE.
- Existing Policies: Existing policies will not transition to Direct Bill until their renewal.

What payment methods will be accepted under direct bill?

- Credit card
- ACH payments will be accepted for Non-Rush Binds, provided there are at least 4 days between the submission of all required binding documents and the policy effective date. ACH payments are subject to a mandatory 4-day fund verification period before binding can occur.
- Wire transfer
- Premium Finance Agreement, including:
 - Greenlight Premium Finance Company
 - Outside Premium Finance Companies
- Please note: **Checks are no longer an acceptable form of payment**

If the insured is not utilizing Greenlight Premium Financing or an outside premium finance company, payment in full is required at the time of binding. Partial payments, including a down payment with the balance due in 30 days, will not be accepted.

At what point is the payment link sent to the client?

The payment link is sent to the client (insured) once all required documents to bind coverage are completed and any subjectivities have been satisfied. The process for sending the payment link remains unchanged.

How are collateral payments handled?

The process for collateral payments remains the same. These payments will be processed through the payment link provided to the client.

Is Prime agency or direct bill?

Effective 1/1/2025, Prime will be Direct Bill.



FAQ About “Rush” Binds

What is a “rush” bind?

A “Rush” bind occurs when a request to bind coverage, along with all required documents, signatures, and subjectivities, is submitted to Policy Services via email at bind@primeis.com with an effective date of 72 hours or less.

“Non-Rush Binds” are requests submitted with at least 4 days between the submission of complete binding documents and the desired policy effective date. These binds may utilize ACH payments, subject to the 4-day clearance period. “Rush Binds” are those requiring binding within 3 days or less and have specific payment requirements, excluding ACH.

What financial requirements must be met to bind a “rush” request?

To process a “Rush” bind request, one of the following must be received by Prime Insurance:

1. Wire transfer confirmation
2. Bank confirmation of an initiated wire transfer
3. Credit card authorization with sufficient available funds

For Rush Binds, ACH payments are not accepted due to the 4-day fund verification period. Only payment methods that allow immediate fund verification, such as wire transfers or credit card payments, will be accepted. This ensures that coverage can be bound without delay.

How will “rush” requests be minimized?

Producers should:

- Proactively educate clients about the payment timeline requirements. Clients should be informed that ACH payments are not accepted for Rush Binds, and payments must be made using verified methods such as wire transfers or credit cards for immediate processing.
- Explain state filing requirements to reduce last-minute requests
- Communicate the importance of direct payments for down payments



FAQ About Premium Financing

What premium finance company do we use?

You can use any premium finance company if they through their own due diligence carefully review and accept the risk based on the terms and conditions of our policy, including the terms relating to calculation and return of unearned premium and cancellation. As you know, the policy likely differs significantly from policies issued by other insurers. Please request sample policy language from our Underwriting team during the quoting process to provide to your preferred premium finance company. If you prefer a quote from our affiliate Greenlight Premium Finance Company, ask the Underwriter to include their financing options in the indication quote.

What is the status of Greenlight Premium Finance Company ("Greenlight")?

Greenlight remains an option, and adjustments are being made to improve its terms:

- Installment Payments: Greenlight will continue to offer up to nine installments
- Down Payments: Flexibility in down payment requirements will be reviewed on a case-by-case basis

Can producers or clients still use outside premium finance companies?

Yes, clients may continue to use outside Premium Finance companies. The relationships between these companies and retail agents will remain the same. It is the responsibility of wholesalers and retail agents to communicate changes, including the direct down payment requirement. Prime will also provide additional resources on the website to assist with this transition.

Will Prime accept outside financing other than Greenlight Premium Finance?

Yes, Prime will continue to accept outside financing as part of the Direct Bill process. The premium finance company will then be responsible for paying the remaining balance directly to Prime.

What are Prime's requirements regarding earned premium and down payments for premium finance companies?

Producers must ensure that Premium Finance companies understand Prime's earned premium requirements:

- If a Premium Finance company allows for a down payment that is less than the earned premium, the finance company assumes the risk for the gap between the down payment and the earned premium.
- Clear communication of these requirements will help avoid potential issues and ensure a smooth financing process.

Will premium finance companies still finance policies if they are not collecting the down payment?

Yes, Prime believes they will, as this process is similar to other carriers. Communication with finance companies by wholesalers and retail agents will help facilitate this transition.



FAQ About Premium Financing (continued)

If we are using Greenlight Premium Finance Company or outside financing, does the insured pay the down payment to the premium finance company?

No, the down payment must be paid to Prime to bind. The premium finance company will then be responsible for paying the remaining balance directly to Prime.

Where does Greenlight send funding?

Greenlight sends funds to the carrier.

If I mail a check then send in a copy, are you able to bind?

No, a down payment is required so we must have the physical check in hand to bind. A copy will not suffice for payment by check. There are other options such as an ACH if account holder allows this type of transaction or credit card with acceptance of a tech fee. A payment link for these options may be sent.

If the insured is financed with Greenlight and requests a change which results in return premium, are they able to use the return premium for future additions?

No, return premium is sent to Greenlight on the very next business day. Upon receipt, all remaining payments are lowered equally.

What are the requirements to add additions to Greenlight?

The borrower must pay 30% down to the company and request the balance to be added to Greenlight. It is best to include the request with service request. In addition, the insured must be in good standing with contract and must have at least two payments remaining.

What is the guidance for outside premium financing?

1. Producers should ensure clients understand that down payments must be made directly to Prime Insurance, not the premium finance company.
2. When working with premium finance companies, please ensure they are aware of Prime's earned premium requirements. Specifically:
 - a. If a premium finance company allows for a down payment that is less than the earned premium, the finance company assumes the risk for the gap between the down payment and the earned premium.

Do you have a step-by-step guide for making the payment?

We are in the process of finalizing a detailed step-by-step guide to assist with making payments. This workflow guide will be shared with you as soon as it is available.



FAQ About Premium Financing (continued)

How does the Direct Bill initiative impact policies financed through premium finance companies?

- Direct Down Payments: Down payments must be made directly to Prime Insurance, not the finance company.
- Endorsements: Endorsements will follow the same process as before, provided the Premium Finance company agrees.
- Communication with Finance Companies: Wholesalers and retail agents are responsible for communicating these changes to finance companies. Prime will notify finance companies upon receipt of down payments.



FAQ About Tax Filing and Administrative Changes

Who will handle all E&S tax filing and payment?

Evolution Insurance Brokers, LC d/b/a XINSURANCE ("XINSURANCE") will be responsible for filing surplus lines tax on all policies bound after 1/1/2025.

Am I still responsible for filing taxes for policies that were issued prior to 1/1/2025?

Yes, if you were responsible for filing taxes before 1/1/2025, you will still be responsible for filing taxes on these policies until they are re-written.



FAQ About Producer Agreements

Why does the Direct Bill Initiative require a new producer agreement?

The Producer Agreement ensures compliance with the new Direct Bill and E&S tax filing processes. It includes key terms such as ACH payment options and commission structures.

What happens if the producer agreement is not returned by the deadline?

Failure to meet the deadline may result in a disruption of your ability to place business with Prime/XINSURANCE. While we will accept Producer Agreements submitted after the deadline, please note that policies effective January 1, 2025 and later cannot be bound without a signed Producer Agreement.

When will the new producer agreement be sent?

The new Producer Agreements will be emailed starting Monday, December 9th, and we anticipate completing the process within two weeks.

What is the deadline to return the producer agreement?

The signed Producer Agreement must be returned by December 15, 2024, to avoid disruptions in placing business with Prime/XINSURANCE.



FAQ About Commission Payments

When will the commission payments be issued?

Any premium paid for policies effective 1/1/2025 or later will be paid by the 25th of the following month. Please note, the insured must be in good standing—if under notice of cancellation, commissions will not be paid until the insured is either active or terminated.

How will they be paid?

Currently, commissions are paid via check. We anticipate ACH transfers to be implemented toward the end of the first quarter of 2025.

Will there be a statement or backup included?

Yes, a statement or backup will be included with the payment.

If there is an issue with the payment, who should I contact?

Please contact Billing and Finance at 800-851-3495. *Note: Commissions will not be paid if the insured is under notice of cancellation until they are active or terminated.*

Will the commission payment consist of only accounts bound and paid during the previous month?

Yes, each commission payment will include only accounts that were both bound and paid in the prior month. The insured must be in good standing; if under notice of cancellation, commissions will not be paid until the insured is active or terminated.

How will endorsements and balances for agency bill (account current) be settled? Will they be paid separately?

For policies effective in 2024 and prior, commissions, terms, and surplus line taxes will continue to be handled the same way until the policy expires. Endorsements will be paid separately; however, if there are balances due, commissions may be reduced. *Note: The insured must be in good standing; commissions will not be paid if the insured is under notice of cancellation until they are active or terminated.*

Where was my check mailed to?

Checks are mailed to the mailing or billing address provided in your producer agreement.

When will I start receiving my commission payment via ACH?

We are currently working towards offering ACH payments and anticipate implementation toward the end of the first quarter of 2025. At this time, commissions are paid via check.

If I don't agree with the amount being paid, who do I contact?

Please review your quote, as commissions are determined by our Underwriting team per the addendum in your agreement. Any changes should be addressed during the quoting process. If the amount paid does not match the agreed quote, contact Billing and Finance at 800-851-3495.



FAQ About Underwriting

Do you write in all states?

Yes, we write in all 50 states as well as, D.C., Guam, Puerto Rico, and the U.S. Virgin Islands.

Is there a required minimum amount of premium to write with your company?

No, there is no minimum to write with us.

Are you a broker or wholesaler?

Neither, we are a carrier.

Do I need to have an agreement to submit a quote?

No, we do not require a signed agreement on file until you are ready to bind a risk.

How fast is the appointment process?

Once we receive all necessary documents, we typically have the appointment finished within 24-48 hours.

Why do you have different agreements?

Our agreements are applicable to the type of business you are writing.

How do I get online access?

You can get online access through the producer code we sent you in your acceptance letter. If you worked with a wholesaler and you are the retail agent, you will need to get access through the wholesaler.

Can the insured get online access to their account?

Yes, they can get access using their policy number.

How long are Prime quotes good for?

30 days.

Will Prime quote potential insureds more than 30 days until expiration or renewal?

This is an Indication Quote only. The prices listed below are subject to review and change after receipt of any requested additional information. The Indication Quote is valid for thirty (30) days unless the company withdraws this indication in writing or issues a new or revised Indication Quote.



FAQ About Evolution Insurance Brokers, LC

Who is Evolution Insurance Brokers, LC?

Evolution Insurance Brokers, LC ("EIB") is an excess and surplus lines specialty brokerage. The company provides solutions for property & casualty, specialty, and unique risks.

Is XINSURANCE the same as Evolution Insurance Brokers, LC?

XINSURANCE is a d/b/a of Evolution Insurance Brokers, LC ("EIB"), an excess and surplus lines brokerage licensed in all 50 states and the US Virgin Islands. EIB provides the necessary licenses and regulatory compliance to facilitate excess and surplus lines insurance business.



PRIME POINTS FOR PRODUCERS

- Payment is required to bind coverage.
- Effective date is tied to when payment is received.
- We are direct billed as of 1/1/2025.
- Retro-active coverage defaults to re-write effective date.
- Liability coverage is subject to self-insured retention.
- The personal guarantee is required to bind coverage, or the SIR needs to be 100% funded.
- Minimum earned premium could be higher than the industry standard.
- The policy may be fully earned in an event of a loss.
- The insured must sign and return a copy of the Policy Receipt Form to our Risk Management team at rmd@primeis.com or faxed to 877-585-2852 within 10 days from when they receive the policy.

**Contact us to
learn more**

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