

## ACCOUNTS

### Payment should reach us by 25<sup>th</sup> of each month

Click on **ACCOUNTS – 4 Options – View Accounts**  
**Accounts Due**  
**Filter Accounts**  
**Recall Payments**

To find out what products are due click on ‘**Accounts Due**’ and then go to ‘**View Accounts**’ to process your online settlement.

### View Accounts

Enables you to see what premiums are due by selecting month, year and product then clicking on **SUBMIT**.

Then click on **VIEW DETAILS** to display individual items.

If you agree the total amount due you can pay an account from this screen by:

Selecting payment method (Cheque/Transfer)  
Entering Cheque/Transfer Number (you can use a date e.g. 200109)  
Entering amount to agree with total displayed

All items are automatically ticked for payment (although you now have the option of having them unticked by clicking on the ‘**UNTICKED**’ box), and to exclude any, simply untick the ticked checkbox under **PAY ITEM** column by clicking on it. The amount in the **Total Premium to Pay** box will change each time you untick or reselect an item.

When you agree the total to be paid then click on **SAVE ITEMS** to confirm these for payment to us

Click **FINALISE PAYMENT** – a box will then appear asking if you are sure you wish to commit for payment – Click **OK**

If you are not paying a premium then you have to provide as much information as possible in the '**Reason**' and then select to correct option under '**Reason Type**'.

There are **3 options** as below:

**Outstanding/not included in settlement;** this should include any premiums not paid to you and therefore not being paid to Prestige and any cases which are awaiting finance or direct debit mandates

**Premium query – U/W support request;** this should include any premiums/policies which are incorrect/duplicates/lapsed/NTU'd and you should insert the amended figure for incorrect entries as these reasons are sent directly to our underwriters to deal with and reply to you via the '**Task List**'

**Settlement query – A/Cs support request;** this should only include entries which relate to accounts settlements e.g. if you have previously paid a premium and it is still appearing as 'due' on your account

Finally, enter the cheque/transfer number and the amount and click **PAY ACCOUNT**. Then click **OK**.

**You can access the answers to any U/W or A/Cs queries by looking in your Task List on cover.net (on the tool bar at the top of the screen)**

### **Accounts Due**

Enables you to see the list of products due with a total to pay for each and an overall total for all products.

You can download these accounts by clicking on **EXPORT ALL (ZIP)** or **EXPORT ALL (CSV)**

This allows you to manipulate your accounts as you wish but this record is for **your use only** as **accounts must be submitted online**. Your cheque/bank transfer should match the amount settled by you on line.

Click **BACK** to return to the main accounts screen.

Products can be paid individually by clicking on **PAY TOTAL** or all together if you agree the total for all products due by clicking on **PAY ALL**

The confirmation message will appear as before.

Click **OK** to confirm or **CANCEL**

### **Filter Accounts**

Enables you to exclude an individual premium from your payment by selecting month, year, product and surname/trading title then unticking the box under **PAY ITEM** and clicking on **REMOVE**.

### **Recall Payments**

Enables you to recall payments made by a particular payment method by selecting payment method and entering cheque/transfer number then clicking on **BEGIN SEARCH**

If you have any problems paying online please contact Accounts Dept on **02893 325036** or if dialling from **ROI 04893 325036**

**NB All cheques should be sent to 8 Governor's Place, Carrickfergus, Co Antrim, N Ireland BT38 7BN**