Payment Guide

No doubt a variety of payment methods make your job easier & insureds happier - precisely why we offer several payment options to choose from. Whether you select Agency Pay, Premium Financing or Insured Pay, this quick guide will walk you through executing payments for each.

THE CONNECTOR
with RT Specialty

Agency Pay

Whether the policy is bound with The Connector or RT Specialty, paying your agency's invoices can be handled quickly and easily via our online ePay process.

Two Places to Start

From The Connector

- Login to rsgconnector.com/login
- From the navigation menu on the left, click Make A Payment.

  Hint: You'll be redirected to the ePay payment portal.

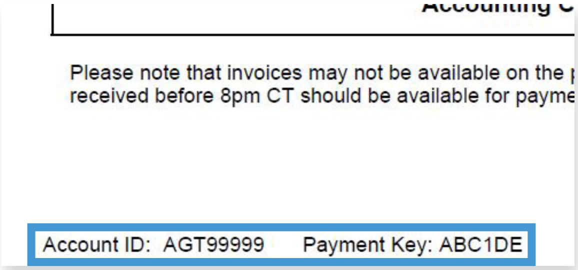
From the invoice

- Click the Pay Online link shown on the invoice

  Hint: You'll be redirected to the ePay payment portal with Account ID and Payment Key populated for you.

Completing ePay

1. Complete the first 4 questions - Payer Name, Email Address, Account ID, Payment Code - with your agency's information.



Hint: You can find your Account ID and unique Payment Code listed in the invoice's footer. When accessing ePay from the invoice these data fields will be populated automatically.

2. A correct Account ID / Payment Key combination will display all invoices available for payments and credits.

Invoice	Name	Due Date	Amount	+ Add All
SHS-726016	Joe's Bar		-$8,712.43 credit	+ Add
COB-1970167	The Mason Jar	7/5/2020	$590.00	+ Add
COB-1971167	Just Jeans	7/5/2020	$654.16	+ Add
SHS-727854	Silver and Gold LLC	7/6/2020	$1,184.51	+ Add

Click +Add for each invoice to be paid or credits applied.

Hint: A partial payment can be made, however you cannot pay an amount on an invoice that is higher than the balance.

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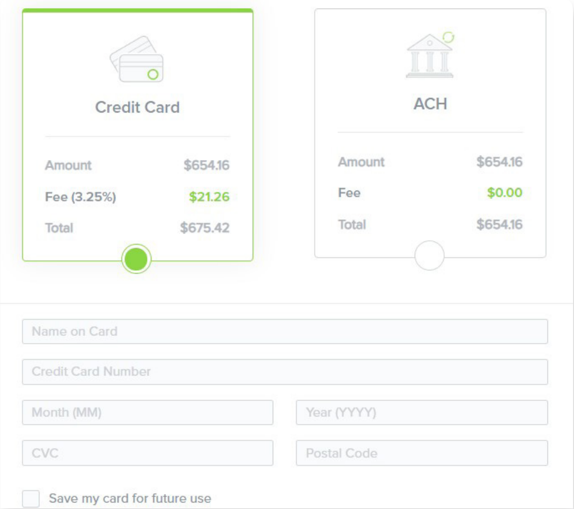
833.774.2628 | support@rsgconnector.com

3 Review the total payment amount located below the invoice listing for accuracy.

4 Select your form of payment, Credit Card or ACH, and enter payment details. A small service fee will automatically be calculated and included for all credit card payments.



Hint: Before submitting payment, please add any special handling instructions in the notes box. This is particularly important if you are making a partial payment.

5 Click 'Send' to complete your payment

Hint: If the payment is successful a receipt will pop-up and be sent to the email address provided.

If you have a specific question about your invoice, how to make a payment or on past payments submitted contact our Accounts Receivable department:

(816) 714-7415

rtaccountsreceivable@rtspecialty.com

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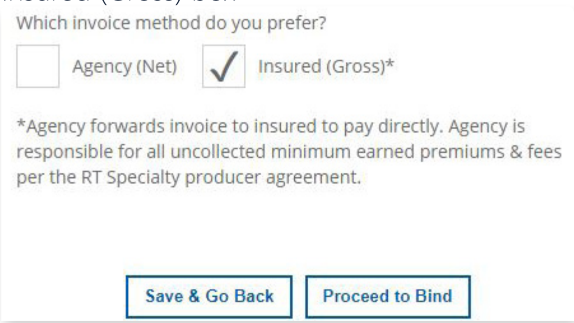
Insured Pay

Looking to remove yourself from the policy payment process just a little? Insured Pay is the way to go! Agents can produce the invoice displaying the gross amount to forward on to the insured for payment. While you are still obligated for the payment, this option makes it easier for you to collect from the insured.

Have questions about your invoice? Let's connect: support@rsgconnector.com

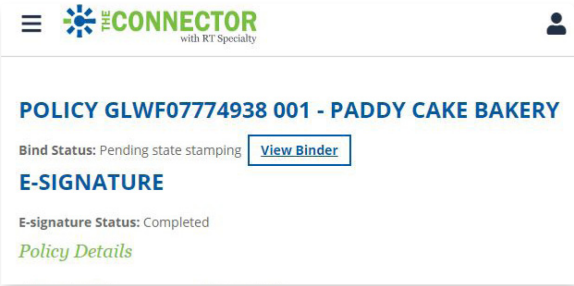
Prepare the Insured Invoice

1. From The Connector's Bind screen, check the Insured (Gross) box



Hint: The invoice will then be automatically packaged with the binder, which can be downloaded after both the agent and insured sign all policy documentation.

2. Click the View Binder link to view & download the Insured (Gross) invoice



Hint: The invoice can also be viewed from the Dashboard. Click the policy in question followed by the download invoice link.

3. Forward the invoice to the insured for payment

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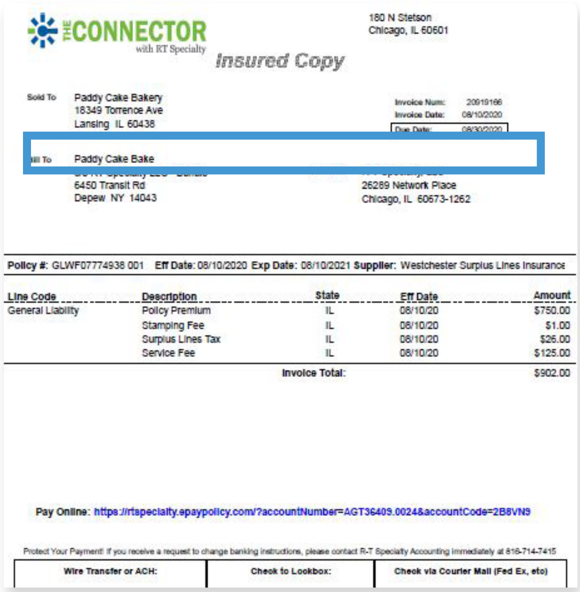
Have a question about your invoice or how to make a payment? Let's connect:

support@rsgconnector.com

Insured's Guide to Completing ePay

1 Review the invoice and click the Pay Online link



180 N Stetson
Chicago, IL 60601

Insured Copy

Sold To: Paddy Cake Bakery, 18349 Torrence Ave, Lansing IL 60438

Invoice Num: 20919166
Invoice Date: 08/10/2020
Due Date: 08/30/2020

Bill To: Paddy Cake Bake
6450 Transit Rd
Depew NY 14043

26289 Network Place
Chicago, IL 60673-1262

Policy #: GLWF07774938 001 **Eff Date:** 08/10/2020 **Exp Date:** 08/10/2021 **Supplier:** Westchester Surplus Lines Insurance

Line Code	Description	State	Eff Date	Amount
General Liability	Policy Premium	IL	08/10/20	$750.00
	Stamping Fee	IL	08/10/20	$1.00
	Surplus Lines Tax	IL	08/10/20	$26.00
	Service Fee	IL	08/10/20	$125.00
			Invoice Total:	$902.00

Pay Online: https://rtspecialty.epaypolicy.com/?accountNumber=AGT36409.0024&accountCode=2B8VN9

Protect Your Payment! If you receive a request to change banking instructions, please contact R-T Specialty Accounting immediately at 816-714-7415

Wire Transfer or ACH:	Check to Lookbox:	Check via Courier Mail (Fed Ex, etc)

Hint: Gross pay invoices will show 'Insured Copy' watermarked on the top, and the pay online link is a unique URL specific to the insured.

2 Complete Payer & Email Address with your (insured) information

Hint: Account ID & Payment Code will pre-populate with the agency's information.

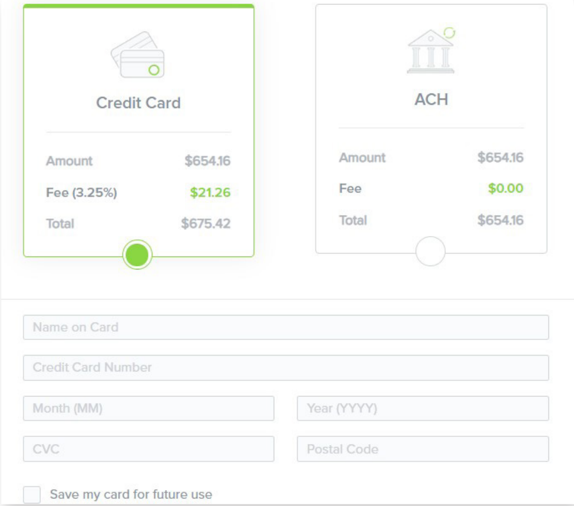
3 All invoices available for payment will appear.

Invoice	Name	Due Date	Amount	+ Add All
20919166	Paddy Cake Bakery	8/30/2020	$902.00	+ Add

Click +Add for each invoice to be paid.

4 Review the total payment amount located below the invoice listing

5 Select your form of payment, Credit Card or ACH, and enter payment details. A service fee will automatically be calculated and included for all credit card payments.



Hint: Before submitting payment, please add any special handling instructions in the notes box.

6 Click Send to complete your payment

Hint: If the payment is successful a receipt will pop-up and be sent to the email address provided.

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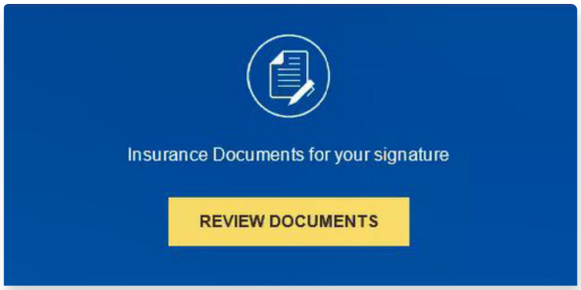
Premium Finance

Questions on how to bind with premium finance or our partnership with Stetson Insurance Funding? Let's connect:

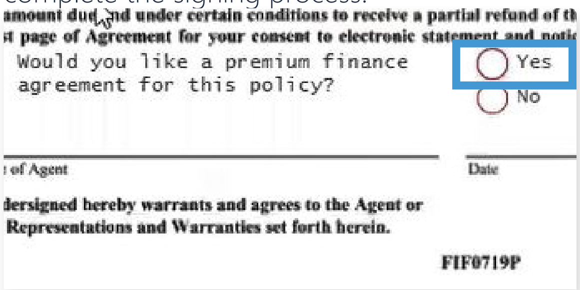
support@rsgconnector.com

Bind with Premium Financing

1 From your inbox open the DocuSign email send from The Connector and click Review Documents.



2 Once in DocuSign navigate to the premium finance section and select Yes when answering the 'Would you like a premium finance agreement for this policy?' question, then complete the signing process.



Hint: The insured will also see this option in their DocuSign package and will need to make the same selection.

3 Once all signatures are collected, Stetson Insurance Funding will contact the insured and provide complete details on the loan and how to make their monthly premium finance payments.

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