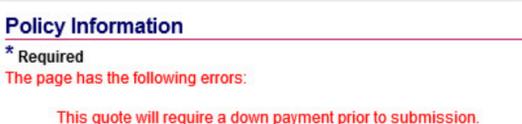


Power up

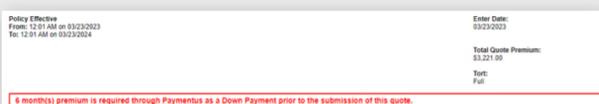
The right resources and relationships help us grow.

Westfield now requires a down payment with personal lines new business. When you submit a down payment, WesCom will display additional screens and new messages. Here's how to navigate these new screens:

WesCom tells you when a quote requires a down payment.



WesCom displays the down payment amount on the Quote Summary screen.

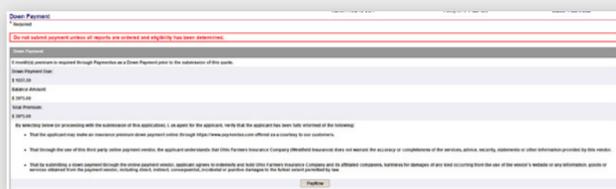


Complete the eligibility and billing information as you currently do today.



WesCom displays a new screen called Down Payment, for policies that require a down payment.

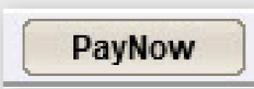
If the customer already has a billing account, the Down Payment screen shows the minimum down payment required. When the customer makes a down payment, this screen shows a \$0.00 payment due.



If the customer does not already have a billing account, the Down Payment screen displays an error message. Before you can submit a down payment, create a billing account.



When you are ready to submit a down payment, select **PayNow**. We now use Paymentus, our financial administration partner, to accept down payments. When you select **PayNow**, the system opens another tab in your browser and displays Paymentus screens to gather payment information. Don't worry, WesCom is still active behind the Paymentus tab.



A customer can use Automated Clearing House (ACH) or credit or debit card payments.

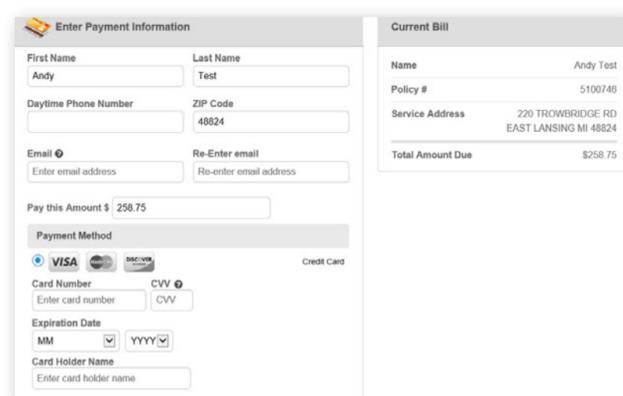
WesCom will prefill the:

- Policy number
- Name
- Address
- City
- State
- Zip code
- Payment balance
- Amount due

You can edit the *Pay this Amount \$* field so customers can pay more than is required if they want to.

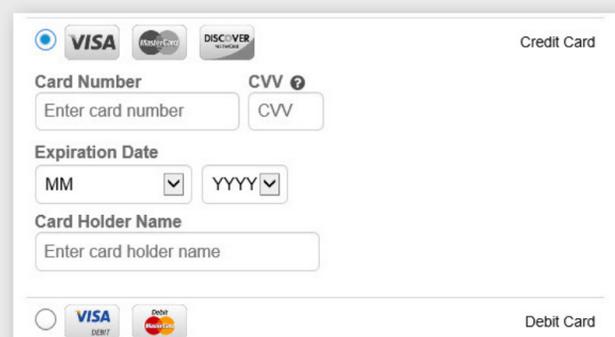
When you enter the customer's email address, the system sends the customer an electronic receipt showing their down payment. Otherwise, the system generates a receipt that Westfield sends via the US Postal Service.

Be sure to add the payment method at the bottom of the page.



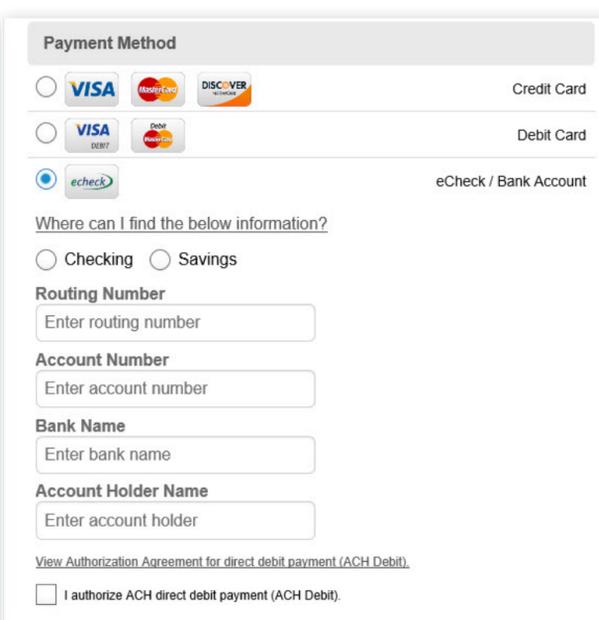
To set up credit and debit card payments:

1. Select either the credit card or debit card option.
2. Insert the customer's card information into the appropriate fields.
3. Select **Continue**.



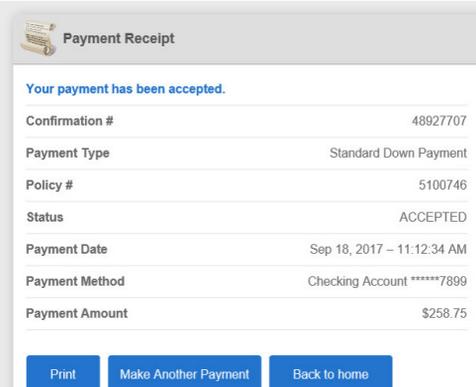
To set up ACH payments:

1. Select the echeck option.
2. Insert the customer's bank account information into the appropriate fields.
3. Indicate that the customer authorizes the ACH direct debit payment.
4. Select **Continue**.



When the system successfully validates the payment, Paymentus displays the *Payment Receipt* screen.

Once Paymentus completes the transaction and receives payment, you can complete your quote on WesCom.



- Now that you've confirmed the down payment,
1. Close the *Payment Receipt* window.
 2. Select Save in WesCom.

WesCom saves the down payment information you entered to the customer's account.

