



AGENCY SWEEP PROGRAM

The EFT Program enables streamlined processing of premium payments made by policyholders to your office. It provides the ability for you to accept premium payments, deposit these payments into your agency's checking account, and authorize us to apply the payments to policy or billing accounts, then EFT these payment amounts from your agency's checking account.

Here's how the program works:

1. You enroll in the program by completing an authorization form which provides the necessary information about your bank account and your authorization for Donegal to transfer funds from your account (see attached EFT Program Authorization Form).

Upon receiving and processing your EFT Program Authorization Form, we will notify you when you can begin using the program.

2. When you accept a premium payment in your office, just access the www.donegalgroup.com web site. Click on **Agency Services** to Log-on. Click on **Make a Payment** to enter the appropriate policy or billing account. Click **Agency Sweep** to authorize the EFT payment against the appropriate policy or billing account.
3. Deposit the payment into your checking account indicated on the Authorization Form.
4. The policy or billing account will be credited with the payment amount entered, at the close of the business that day.
5. The payment amount will be debited from your agency checking account no fewer than three (3) business days after the date the payment was authorized. An aggregate amount will be transferred, which will include all payments authorized since the last EFT transfer.
6. If a customer check is returned for insufficient funds, you can reverse the EFT Payment through Agency Services buy using **View EFT History option** under the Reports menu to locate and then reverse the payment. Your Agency checking account will be credited for the amount of the returned check. The payment will be removed from the policy or billing account and a NSF charge will be assessed to the customer.

Note: If you incur a service charge from your bank for a returned check, you may request a refund of your bank service fees from Donegal Insurance Group. Just mail or FAX (800-874-5275) a copy of the Bank Insufficient Funds (NSF) Notice along with the Policy Number (or Account Number), Insured Name and Original Transaction Amount. The service fees will be credited back to you via Donegal check.

7. You can view an itemized list of all EFT Payments made by your agency at any time by using the **View EFT History option** under the Reports menu. EFT payment history is retained for 60 days.



Agency Sweep Program Authorization Form

Donegal Insurance Group and its affiliates, hereinafter referred to as COMPANY, are hereby authorized to initiate debt and/or credit entries electronically or by any other commercially acceptable method through the Financial Institution indicated below, hereinafter referred to as FINANCIAL INSTITUTION, to the Checking Account indicated below.

Please type or print clearly – All information must be completed in full.

AGENCY INFORMATION

Direct Bill Commissions Account Current Direct Bill Policy Payment

Agency Name

Agency Code(s)

Agency Contact Person

Contact Telephone Number (include ext.)

FINANCIAL INSTITUTION INFORMATION

Financial Institution Name

Account Number

Transit/Routing (ABA) Number

This authority is to remain in full force and effect until COMPANY has received written notification from the authorized signer(s) for the account of its termination in such time and in such manner as to afford COMPANY and FINANCIAL INSTITUTION a reasonable opportunity to act on it. This arrangement does not affect our primary obligation for payment.

ATTACH A COPY OF A CANCELLED CHECK OR VOIDED CHECK TO THIS FORM.

Authorized Signature on Account

Printed Name of Signer

Today's Date

*Submit Form to Donegal – ATTN: Agency Accounting
or fax to 1-800-874-5275*