

Bill Payor Change: *Insured Bill to Mortgagee Bill*

Important Details You Want To Know Before You Start A Bill Payor Change:

- What is the effective date?
- Is it a mid-term date *or* the renewal date?

If a mid-term date is requested, it is important to think about the billing.

If the policy has been paid in full, the funds will be returned to the insured and the mortgagee would then be billed. This sometimes confuses the insured when done mid-term.

It is recommended to process the bill payor change on renewal.

You can always add the mortgagee to the policy but change bill payor status at renewal.

- Is the mortgagee that is currently listed on the policy going to be the bill payor? (Scenario 1)
- Is the mortgagee bill payor being added for the first time? (Scenario 2)

If the mortgagee is currently listed on the policy, the bill payor process would be ONE “Easy” STEP. *However, the system will not generate paper since the mortgagee is technically already listed on the policy. (However, paper would be available on the next renewal).*

If paper is necessary- A TWO DAY PROCESS can be done by re-adding the mortgagee as a bill payor one day. The next day (after paper has generated) a regular endorsement can be done to delete the prior mortgagee that was listed.

Scenario 1

Bill Payor Change: Insured Bill to Mortgagee Bill / Mortgagee *Is* Currently Listed On The Policy.

1. Logon to @chubb website using your user name and password.

Login to @chubb

Select Language/Country:

English - All Others

▼

User ID:

UserName

Password:

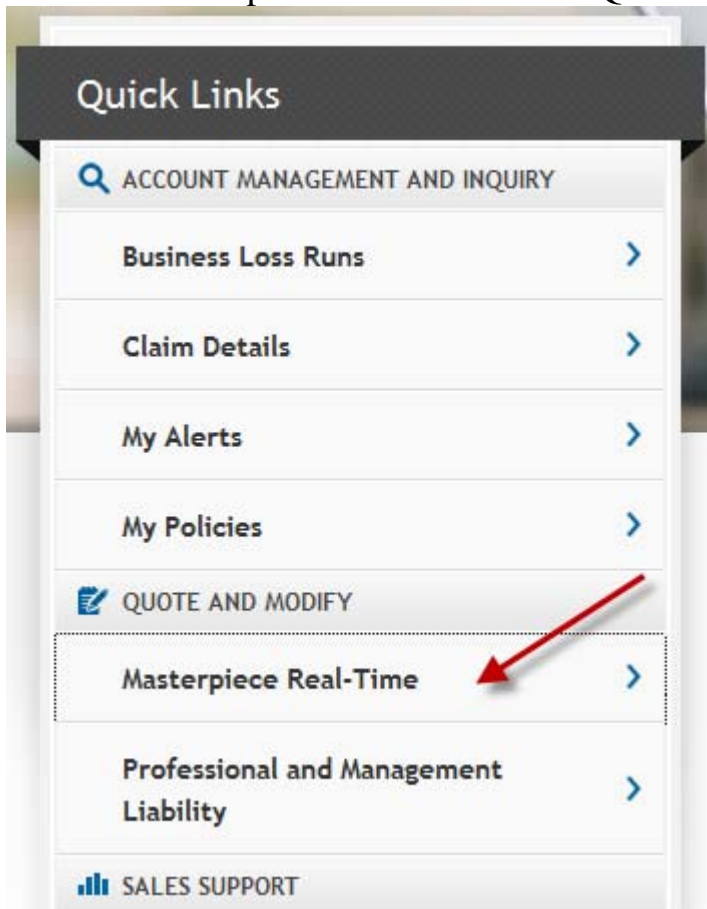
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Login »

Reset Password

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2. Click on Masterpiece Real Time under QUOTE AND MODIFY.



3. Select Open Existing Policy / Quote. Click NEXT.
4. Enter policy number in Masterpiece Real Time. Click SEARCH.
5. Click on Update Bill Payor.

A screenshot of a transaction selection interface. It features a 'Transaction Description:' section with four buttons: 'Update Bill Payor Info', 'Update Policy Info', 'Update Quote', and 'Read-Only Inquiry'. A red arrow points to the 'Update Bill Payor Info' button. To the right is an 'Other Transactions:' section with a dropdown menu labeled 'I want to...' and a 'Go' button.

6. Input Effective Date and Transaction Description

A screenshot of input fields for a transaction. The 'Effective Date:' field contains '04/17/12' and has a 'MMDDYYYY' format hint. The 'Transaction Description:' field contains 'CHG TO MORG BILL / NF'.

7. Click on OK. (This brings you to the Manage Bill Payor Screen)

8. Click in the box next to the mortgagee's name, and *change* it from *NO* to *YES*.

DB PRIVATE WEALTH MORTG	Yes	MORTGAGEE
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9. Then, click on the Insured field, this will change the Bill Payor field to NO.

ANDERSON	No	INSURED
PRIVATE WEALTH MORTG	Yes	MORTGAGEE

10. Click OK, and this will process overnight. (This change does not generate paper as the mortgagee was already listed on the policy.)

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Scenario 2

**Bill Payor Change: Insured Bill to Mortgagee Bill /
Mortgagee *Is Not* Currently Listed On The Policy.**

1. Logon to @chubb website using your user name and password.

Login to @chubb

Select Language/Country:

English - All Others 

User ID:

UserName

Password:

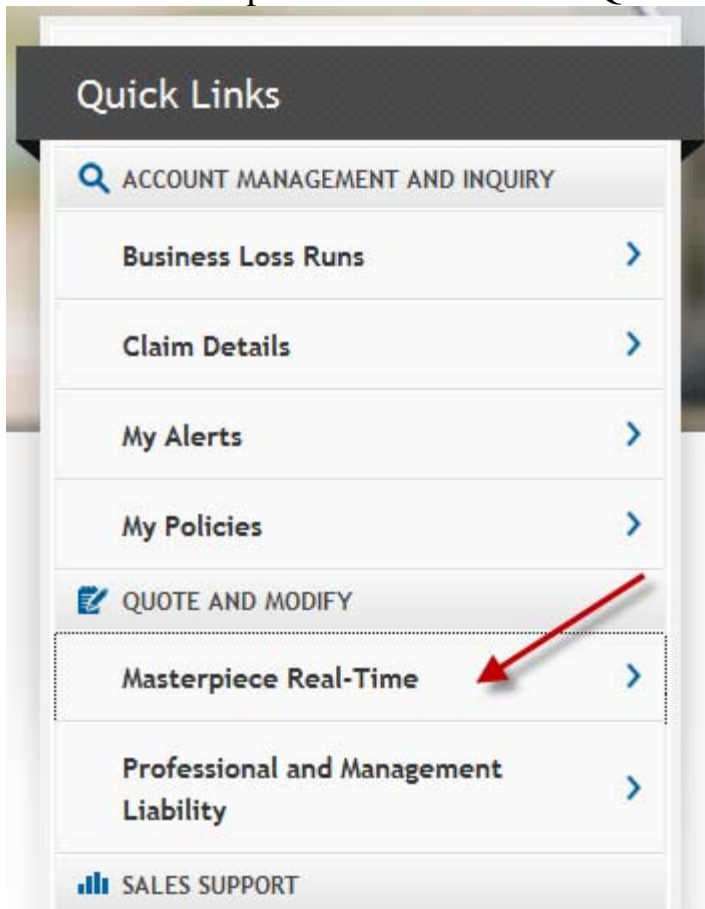
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Login »

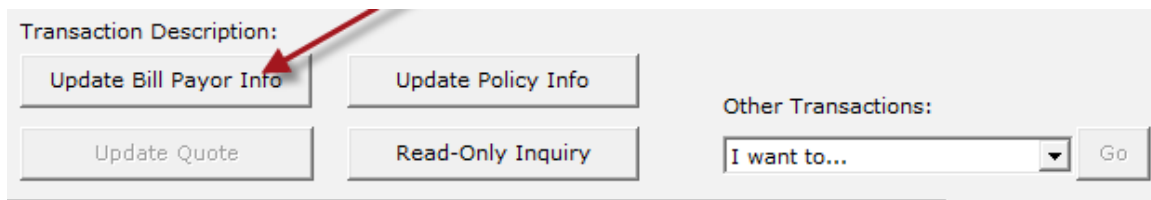
Reset Password

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2. Click on Masterpiece Real Time under QUOTE AND MODIFY.



3. Select Open Existing Policy / Quote. Click NEXT.
4. Enter policy number in Masterpiece Real Time. Click SEARCH.
5. Click on Update Bill Payor.

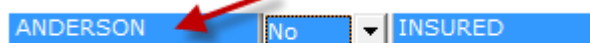


6. Input Effective Date and Transaction Description

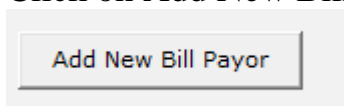
Effective Date: MMDDYYYY

Transaction Description:

7. Click on OK. (This brings you to the Manage Bill Payor Screen)
8. Click on Insured's name (this will enable the add new bill payor button)



9. Click on Add New Bill Payor.



10. Enter Mortgagee Information.

11. Click OK.

12. Click OK again, and this will process overnight.