Reporting Requirements

How should the reports be sent?

All premiums should be reported electronically, and sent as an e-mail attachment.

Please provide us with:

- Your Producer Code (found in your welcome letter),
- The month the premium was collected
- Check number, and
- The amount you will be sending by mail.

Upon receipt of payment CSA will assign a Reconciler to your account. Your Reconciler may contact you via phone or e-mail with any questions regarding your monthly insurance sales report.

E-mail monthly reports to:
programs@csatravelprotection.com

Mailing address:
Attn: Accounting Department
Customized Services Administrators Inc.
P.O. Box 741430
Atlanta, GA 30374-1430

How often should you report premium?

You can report either once a week or once a month. If you choose to report monthly you must report all collected premiums for the previous month by the 15th of the following month. For example, premium collected in December should be reported by the 15th of January. If you do not collect premiums during any given month, please notify your Account Manager.

Questions?

Call your Account Manager at (888) 470-9123

What information is required?

(Each field needs to be in a separate column)

- Guest's First Name
- Guest's Last Name
- Guest's Address
- City
- State
- Zip Code
- **Action Code** (see explanation below)
- Reservation or Booking Number
- Application Date*
- Arrival Date
- Departure Date
- Trip Cost**
- Gross Insurance Premium Amount
- Net Insurance Premium Amount
- Rental Unit Identifier
- Final Payment Date

**Application Date: The date that your company receives payment for the insurance premium.

**Guest's Trip Cost: The reservation cost for your guests, including any prepaid and non-refundable arrangements booked directly through your company.

What are Action Codes?

Action codes let us know what action is required with the information in your report.

There are three Action Codes:

N – Indicates a **NEW** policy is to be created.

X – Indicates a **CANCELLATION** of a previously established insurance policy under our 10-Day Free Look. We only need to know that the guest's reservation has been cancelled when the insurance is to be refunded.

U – Notifies CSA to **UPDATE** an existing policy when a change has been made to a reservation such as a reservation cost, travel dates or address.

Example: For a change in reservation cost, the UPDATED record should show the new trip cost and negative or positive difference due in both the Gross and Net Premium columns.