

Greater Houston Builders Association Benefits Program (GHBABP)

Delinquent Remittance Policies

Please review the following delinquency policies of the Greater Houston Builders Association Benefits Program. If you have any questions, please contact Concero Services.

Non-Sufficient Funds (NSF) Fees

Any payments returned due to insufficient funds will be assessed a \$30 fee.

Late Payment Fees

If payment has not been received in full by the 10th of the month the group will be notified by either email or mail that their payment is past due and will be assessed a \$30 fee. The notification will indicate what the group must do to avoid termination.

Receipt of the notice is not a precondition to further aging of the account or to further action. Groups may be assessed both a NSF and Late fee.

Termination Notice

Voluntary termination notification must be provided within 30 days of the requested termination date.

If payment is not received for the amount due by the last business day of the month, group coverage will be terminated retroactively to the last day of the month for which the amount due is complete.

Payments received after that date may be refunded and coverage terminated. A termination letter will be mailed to the group and member terminations will be processed.

Required Conversions to Electronic Funds Transfer (EFT) Processing

Accounts that have received a late notice and/or have been assessed a late or NSF fee three times in a calendar year will be required to pay their monthly premium by EFT to maintain their benefit coverage under the GHBABP. Once a group has been converted to EFT, the option of paying by check is no longer available.

Reinstatement Policy

A group may request reinstatement only once within a 12-month period. To request reinstatement please contact Concero Services and ask for the Reinstatement Request Form. As a prior condition to reinstatement the group must provide the following no later than the last business day of the month following the group termination date:

- o Signed Reinstatement Request Form
- o Cashier's Check for the outstanding balance due including current month's premium and a \$150 reinstatement fee.

Requests received after that date, partial payments or payments made with checks other than a cashier's check will be refunded and reinstatement will be denied.