Cancellation Avoidance Tools

COVID-19 is having far-reaching impacts on business worldwide. Imperial PFS is closely monitoring the various regulatory agencies for declarations regarding premium financing. We're committed to helping you and your insureds retain insurance and avoid disruption in coverage due to cancellation. With you in mind, we have developed tools to assist your insureds in maintaining their insurance and facilitate communication of information regarding the status of your insureds' accounts.

If you're concerned about possible cancellation on an insured's account

Reach out to your Account Executive to discuss cancellation avoidance options. Our team can help you understand all of the options available and explain the best ways to avoid any lapse in coverage.

If you have confirmation the insurance carrier is providing an extension of a policy term

We can review insurance carrier accommodations to consider modifications to the loan's payment schedule. We encourage collaboration with the underwriters to develop a solution that preserves the insured's coverage and protects the parties' respective interests.

It is our priority to communicate the latest changes with you

Keep an eye on your inbox, Message Center, and ipfs.com for the latest messages from Imperial PFS on how we're continuing to operate during the COVID-19 outbreak.

Contact your Sales Executive or Account Executive to learn more.

ipfs.com

Cancellation Avoidance Tools

Text Message and Email Alerts*

Pending cancellation alerts can be sent to account holders via text message and/or email. Both account holders and agents have the ability to enable these alerts. Please ask your IPFS® Account or Sales Executive for more information.

Coupons/Billing Statements

Each insured may be provided with payment coupons or billing statements which provide complete details regarding the amount due, the payment due date, and the mailing instructions. You can designate a preference between coupons and billing statements for any account.

The Hold Feature

An agent has the opportunity to place an account on hold so it does not go into cancellation status. The account can be on hold for up to nine days.

Make a Payment on Behalf of Your Insured**

With appropriate authorization, you can use your insured's credit card or ACH information to complete a payment on their behalf.

Impending Cancellation Report

The Impending Cancellation Report is a cancellation warning report that alerts you to accounts approaching cancellation for non-payment by Imperial PFS. It is available by email and may be customized to your preferences. Insureds have the option to receive email notifications of impending cancellation. Sign up for this email notification on our website or ask your IPFS Account or Sales Executive for assistance.

Quick and Easy Payment Methods

We offer a variety of ways to easily access account information and make payments. Our mobile app, IPFS Connect®, our website ipfs.com, or a phone call to your local branch will allow your insured to make a timely payment.

Notice of Intent to Cancel

A Notice of Intent to Cancel is sent to the insured and the agency when an account becomes delinquent, based on state guidelines. The notice contains details regarding the amount due and the date by which Imperial PFS must receive payment.

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