



PROCEDURE FOR AGENT'S CHARGE-BACK EXCEPTIONS

1.0 Purpose
The purpose of this procedure is to ensure all exceptions for agent's charge-backs are properly authorized and documented.
2.0 Scope
This procedure applies to any exceptions to Atlas' chargeback procedures.
3.0 Policy
Agents are responsible for premium collection from their clients. Atlas' policy is that any uncollected receivable will be charged back to the agent as allowed by the agents' contract. Exceptions may be made by the Executive Vice President if reasonable explanation is provided and documented by completion of the Authorization to Waive Agent's Chargeback form which is available on the Atlas intranet. Commissions Payable Specialist will notify the Controller and the Senior Vice President of Independent Agents when exceptions are authorized. Copies of all signed authorization forms will be maintained in the Producer files by the Commissions Payable Specialist.
4.0 Exemptions
No exemptions. Waivers of charge-backs can only be made when the Authorization to Waive Agent's Chargeback form is completed and signed by the Executive Vice President.
5.0 Effective Date
February 20, 2006
6.0 Policy Revisions
Atlas retains the right to make revisions and changes to this policy at any time.
7.0 Reviewed/Revised
February 18, 2025

