



Monthly Reporting Frequently Asked Questions

I've filed my report and my computer timed out. Now what?

Log back onto www.midwesterninsurance.com and click on the payments banner. Now click Standard Online Payment and complete the payment portion.

Logging in as a new user and it says Invalid Account?

Confirm the account number the insured is using. Confirm the FEIN number. Did the insured use CAPITAL letter as part of their 8 digits? (8 digits include the 5 digit account number, state number and the letter. Do not include 01, 02, 03 etc.)

It is possible that your first report isn't due to Midwestern until next month, please contact Midwestern to verify.

My reports are not there when I click for policy information?

Have you already gone through part of the process and the computer has timed out? If so, please log back onto www.midwesterninsurance.com and click on the payments banner. Now click Standard Online Payment and complete the payment. Once the report has been submitted to Midwestern, it is no longer available to make changes or view.

I forgot my user name/password.

Please contact Midwestern Insurance Alliance, have your policy number available.

For states east of Texas call 1-800-356-8457, and for states west of Texas: call 1-888-408-9867

The person who did the billing is no longer there, I do not know the information used to log in?

Please log in as a new user, if you need the initial log in credentials please contact Midwestern Insurance Alliance. For states east of Texas call 1-800-356-8457, and for states west of Texas call 1-888-408-9867.

Do I use gross payroll?

Yes, gross payroll is to be used on reporting.

Do I include overtime in my report?

Overtime is included at 2/3rd's.



Monthly Reporting Frequently Asked Questions Continued

The rates shown on my report are different than the rates listed on the policy?

The rates shown on the policy are actual class code rates. The rates on the reporting form are net rates which include any debits and credits shown in the policy. The audit will reflect the policy rates.

I'm being charged for class codes that do not have any payroll associated with them?

The expense constant on a policy is divided by 12 reports, then again divided amongst the class codes. So if there are 4 class codes on a policy and an expense constant of \$200, each class code will be charged \$4.16 (\$16.64). If there are 3 classes the amount will be \$5.55 (\$16.65). No matter the number of class codes on a policy the total amount charged per month is the same (roughly) for the expense constant.

I forgot to print a copy of my completed report.

We can email a copy of the report the following business day after it is transferred to our online imaging system. Please contact Midwestern Insurance Alliance. For states east of Texas call 1-800-356-8457, and for states west of Texas call 1-888-408-9867.

I have past reports showing unpaid that I paid months ago?

We've probably endorsed your policy to add a state or class code recently. Unfortunately, when we do this the online system thinks there are unpaid states or classifications. Please contact Midwestern Insurance Alliance and we will reset your report. For states east of Texas call 1-800-356-8457, and for states west of Texas call 1-888-408-9867.

The last four digits of my FEIN number are incorrect.

Please set up your account as a new user, using the information provided to you. This does not affect how payments are applied it is only used as an additional identifier for our system. Notify your agent and ask them to send an endorsement request to Midwestern Insurance Alliance to make a change to the FEIN.

I entered the incorrect payroll amount and already submitted my report.

Midwestern is able to reset the report. Please contact Midwestern Insurance Alliance and request the form be reset. For states east of Texas call 1-800-356-8457 and for states west of Texas call 1-888-408-9867.

We hope you found the answers you were looking for!

Sincerely,

The Team at Midwestern Insurance Alliance