



# Provider Holds a Cancellation

If authorized by Imperial PFS®, an insurance provider can request a “hold” on an account cancellation when payment is anticipated.

Open the [Account Status](#) Screen.

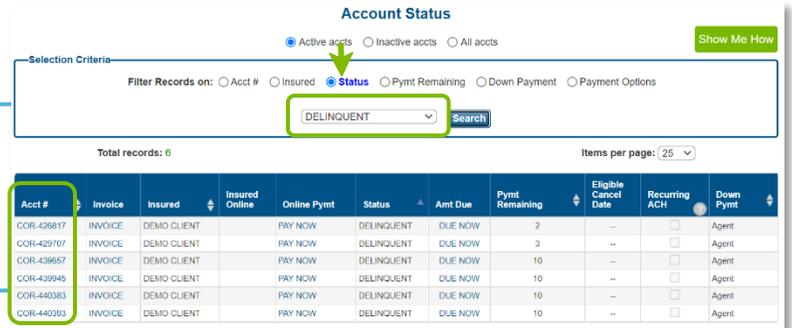


[Search](#) for the account.

Change the Filter to [Status](#).

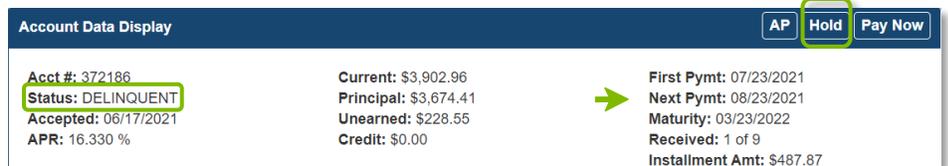
[Hold](#) button is only available if the account is in a [Pending](#) or [Delinquent](#) status.

Click on the [account number](#) to open [Account Details](#).



## Account Details – Account Data Display

Hold is based off the next payment due date + 30 calendar days. An account cannot be held past this.



Hold is **not** available if:

- The account is in a [Current](#), [Cancelled](#) or [Policy Cancellation Status](#).
- The current date is [equal to](#) the payment due date.
- The current date is [greater than 30 days](#) past the payment due date.

The [maximum](#) cancellation date and # of days [prefills](#) based on [state law](#).

- Enter the [# of days](#) or the [date you expect payment](#).

[Comments](#) are sent to the branch office that is making the determination to proceed with the request. Click [Submit](#).



Holds are **subject to approval** by the branch office.

**NOTE:** Even though a hold may be processed, IPFS can still cancel once we reach the cancel eligible date if we determine it is appropriate.

AP Hold Pay Now

**Acct #:** 372186

**Status:** DELINQUENT

**Accepted:** 06/17/2021

**APR:** 16.330 %

**Current:** \$3,902.96

**Principal:** \$3,674.41

**Unearned:** \$228.55

**Credit:** \$0.00

**First Pymt:** 07/23/2021

**Next Pymt:** 08/23/2021

**Maturity:** 03/23/2022

**Received:** 1 of 9

**Installment Amt:** \$487.87

Hold

**Number of Hold Days Available:** 5

**Last Hold Date Possible:** 09/22/2021

**Current Business Date:** 09/09/2021

**Number of days you wish to Hold:**

**Date you wish to Hold until:**

**Comment:**

Please be aware that if the cancellation date on the Account Status is today's date or earlier, a Notice of Cancellation may already have been mailed. In that circumstance, please call your branch office to confirm whether a hold can be applied.

**Submit hold:**  
 Are you sure?

**Maximum # of Hold Days**  
Capped at 9 business days (excluding weekends/holidays)

Cannot hold past the next payment due date + 30 days

Can be held again when the 9 days expire if it does not exceed the next payment due + 30 days.

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