

Dear agent,

This guide explains how to read and use your commission statement in LU One. Your statement is available at login.londonuw.com under the Commissions tab.

STATEMENT SUMMARY

At the top of your statement you will find two key figures:

- **Last Monthly Payment** — the total commission amount paid to your agency for the most recent period, and the date it was sent.
- **Total Paid (YTD)** — the cumulative total of all commissions paid to your agency so far this calendar year.

SEARCHING AND FILTERING

Use the Search Records bar to find a specific record. You can search by:

- Insured name
- Policy number
- Carrier
- Producer

Use the Select Period dropdown to filter your statement by month. You can select multiple periods at once to view or download data across more than one month in a single action.

CUSTOMIZING YOUR VIEW

You can add or remove columns from your statement view directly on the site. Look for the blue icon above the line number column — the first column on the left side of the commissions table. Click it to open the column settings and select which columns you want to display. Your view can be tailored to show only the information most relevant to your agency.

UNDERSTANDING THE COLUMNS

- **#** — line number for reference within the current view.
- **Policy #** — the carrier-issued policy number.
- **Insured Name** — the name of the insured on the policy.
- **Carrier** — the insurance carrier that issued the policy.
- **Line of Business (LOB)** — the type of coverage. See the LOB legend at the bottom of your statement for a full list of abbreviations (e.g., GL = General Liability, WC = Workers Compensation, FLD = Flood).
- **Effective Date** — the date the policy went into effect.
- **Producer** — the producer at your agency associated with this policy.
- **Transaction Type** — the nature of the transaction. See the Transaction Type legend at the bottom of your statement (REN = Renewal, NEW = New Business, END = Endorsement, AUD = Audit).
- **Written Premium** — the full policy premium for this transaction.
- **Commission %** — the commission rate applied to this policy, as agreed with the carrier.
- **Commission Paid** — the dollar amount paid to your agency for this record. Calculated as Written Premium x Commission %.
- **Date Paid** — the date London Underwriters issued your commission payment for this record.

EXPORTING YOUR STATEMENT

You can export your statement using the Export button in the top right corner of the screen. Two formats are available:

- **Excel** — a formatted spreadsheet with all visible records for the selected period(s). Useful for reconciliation and record keeping.
- **PDF** — a formatted statement document suitable for sharing or filing.

To export multiple periods in one file, select all desired periods from the Select Period dropdown before clicking Export.

COMMON QUESTIONS

Why is my commission rate different on some policies?

Commission rates vary by carrier and line of business. New business and renewal rates may also differ — for example, a carrier may pay 10% on new business and 6% on renewals. The rate applied to each policy is shown in the Commission % column.

Why do I see a negative Written Premium on some rows?

A negative written premium indicates a return of premium — typically due to a policy cancellation, endorsement reducing coverage, or an audit credit. When the written premium is negative, your Commission Paid will also be negative, reflecting a commission chargeback.

What is a commission chargeback?

If a policy is canceled or premium is returned after your commission has already been paid, the carrier reclaims the corresponding commission from London Underwriters and we deduct it from your statement. If your total for the month is negative as a result, it will be carried forward and offset against future commission payments.

Why don't I see a policy I recently bound?

Carriers typically remit commissions to London Underwriters 45 to 60 days after the policy effective date. Policies bound this month will appear on a future statement once we receive the commission from the carrier.

I don't see statements prior to November 2024.

Statements prior to November 2024 are not available in LU One. To request an older statement, email accounting@londonuw.com with your agency name and the period you need.