



If authorized by IPFS, you can request a “Hold” on an account cancellation when payment is anticipated.

1. Log in to ipfs.com
2. Open Account Status



Account Status

1. Locate the account by filtering for Delinquent status.
 - a. Holds are available on Pending or Delinquent statuses only.

Account Status

Active accts
 Inactive accts
 All accts
 Show Me How

Selection Criteria

Filter Records on:
 Acct #
 Quote #
 Insured
 Status
 Pymt Remaining
 Down Payment
 Payment Options

DELINQUENT
Search

Total records: 6 Items per page: 25

Column Preferences
Save Preferences
Reset Preferences

Acct #	Invoice	Insured	Insured Online	Online Pymt	Status	Amt Due	Pymt Remaining	Eligible Cancel Date	AutoPay Method	Down Payment
TXH-	INVOICE	IMPERIAL COMMERCIAL SERVICES, LLC	●	PAY NOW	DELINQUENT	DUE NOW	1	ELIGIBLE	Set Up	Agent
TXH-	INVOICE	AIR POWER SERVICES, INC	●	PAY NOW	DELINQUENT	DUE NOW	1	ELIGIBLE	Set Up	Agent
TXH-	INVOICE	ELITE HEALTH STRATEGIES, LLC	●	PAY NOW	DELINQUENT	DUE NOW	1	ELIGIBLE	Set Up	Agent
TXH-	INVOICE	ELITE HEALTH STRATEGIES, LLC	●	PAY NOW	DELINQUENT	DUE NOW	2	ELIGIBLE	Set Up	Agent

2. Select the account number.
3. The Account Details screen will open.

The information contained herein is confidential and proprietary. Recipients will respect the confidentiality of this material and not disclose to any third party any of the contents of this document without first obtaining written approval from Imperial PFS.



Account Details

1. Select Hold.

Account Data Display			Renew	Hold	Initiate AutoPay ACH	Pay Now
Acct #:	Current: \$2,844.06	First Pymt: 07/11/2024				
Status: DELINQUENT	Principal: \$2,832.51	Next Pymt: 05/11/2025 *				
Accepted: 06/19/2024	Unearned: \$11.55	Maturity: 05/11/2025				
APR: 10.690 %	Credit: \$0.00	Received: 10 of 11				
		Installment Amt: \$2,844.06				
Bill: Invoice	Late Charge: \$142.20	Broker Fee: \$300.00				
Type: Commercial	NSF Charge: \$0.00	Check Charge: \$0.00				
Cancel Date: 06/04/2025	Default Charge: \$0.00					

* Payments must be made by 5:00 PM Central Time on the due date to avoid late fees.

Hold Screen

1. Enter the number of days and the date you expect payment.
2. Select Submit.

Hold

Number of Hold Days Available:	7
Last Hold Date Possible:	06/10/2025
Current Business Date:	05/19/2025
Number of days you wish to Hold:	1
Date you wish to Hold until:	06/02/2025

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.

Things to Know

- Hold date is based off the next payment due date +30 calendar days. Accounts cannot be held past this date.
- The maximum cancellation date and number of days will default based on state law.
- You can place another Hold when the original expires, if it does not exceed the next payment due + 30 days.

* Holds are subject to approval by IPFS. IPFS can cancel a hold once we reach the cancel eligible, if we determine it is appropriate.

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