

## Cancellation Prevention

We hope this information will help you avoid any penalties or lost sleep. Please call us if you would like to discuss anything further. We are here to assist you.

1

### Start of Billing Cycle

Billing statement is mailed 19 days prior to the due date and includes a tear off remittance stub with a return envelope.

A past due courtesy email reminder is sent to the insured several days after the due date for unpaid accounts.

2

### Payment Options

Choose the option that is best for you:

- Check by Web\*
- Check by Phone\*
- Check by Mail
- Wire Transfer
- ACH Debit\*
- Pay by Credit Card\*

*\* Nominal Fees May Apply*

3

### Pre-Cancellation

If payment is not received within the standard grace period:

1. A Notice of Intent to Cancel is mailed to the insured and the producing agent. It includes the scheduled cancellation date.
2. At least one pre-cancellation telephone attempt is made to the insured and to the agent.
3. The account information appears on the agency's regularly scheduled pre-cancellation report.

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### Cancellation

If payment has not been received by the date listed on the Notice of Intent to Cancel, a Notice of Cancellation is mailed to the insured, the producing agent, all GA's, and insurance companies.