



We are excited to introduce BillingCenter, our new billing system designed to bring you and your customers more ease and flexibility than ever before. Beginning on Monday, Dec. 7, your customers with new or renewing policies will have access to additional billing and payment options*.

- + **Credit Cards are now accepted!** *GuideOne is working with One, Inc. to provide our policyholders with the option to pay their bill using credit and debit cards in addition to e-check.*
- + **Increased customer self-service payment capability.** *By registering for an online account on www.guideone.com/myaccount, our policyholders can enroll in auto pay; make a payment on their policy via credit/debit card or e-check; view payment history and upcoming payment schedule; and, more! They can also make payments via an automated phone service by calling 1-877-448-4331. Because of the increased self-service capabilities, GuideLink will no longer provide the option for you to make payments for your GuideOne customers.*
- + **NEW semi-annual payment plan option.** *With the addition of this new payment plan, our policyholders now have the option to choose between annual (full pay), semi-annual, quarterly, and monthly pay plans.*
- + **Automatic payments are available for all payment plans.** *Regardless of which payment plan a policyholder selects, they can choose how they want to pay. All plans are eligible for automatic payments with credit or debit card, or bank draft, or can be direct-billed via a mailed invoice.*
- + **Down payments accepted during Small Business policy issuance.** *The Small Business portal also offers the option to submit a down payment and enroll in auto pay during policy issuance.*
- + **Payments processed 24/7 in real time.** *Payments made online or via phone will be applied to accounts in real time – even at 11:59 p.m.!*
- + **Comprehensive billing details view on GuideLink.** *View additional policy billing details, including previous payments and upcoming payment schedule on GuideLink. Simply search for a policy from the home page to access the information.*

If there are no changes to an existing policy, the billing will continue with the current billing payment selections. For questions regarding BillingCenter, please reach out to your GuideOne Territory Account Executive or Inside Sales Representative, or contact the GuideOne Customer Care Center by calling 1-877-448-4331 or emailing commercialcustomerservice@guideone.com.

**BillingCenter will be available for new accounts on Dec. 7, 2020, and for existing accounts at renewal. Since BillingCenter is currently NOT available for Commercial Package Policies, Umbrella Policies and Business Auto Policies in AK, DE, FL, HI, ID, ME, MT, NV, NH, NM, NY, RI, SD, UT, VT, WA, WV and WY, these billing and payment options are not available for these policies in these states.*

