



# BILLING CHANGES

## *Updates to Your Billing & Payment Options*

GuideOne recently implemented a new billing system\* that provides you with more flexibility than ever before, including additional payment options and new self-service capabilities! We also made changes to some of our payment plans.

### ***What do these billing changes mean for you?***

- + Our monthly payment plan was reduced from 12 monthly payments to 10 monthly payments.**
  - If your GuideOne policy is on a monthly payment plan, your monthly payment amounts upon policy renewal may be higher than the previous term's payment amounts, but this may not be the result of an overall policy premium increase. As long as you have no outstanding premium due after the 10th payment, you will not have a payment due during the last two months of your policy term.
  - The second installment after policy renewal will be due 22 days after the first installment. Depending on your policy's effective date, this may result in two payments due within the first month of the policy term.
- + Any applicable taxes, fees and surcharges are now included in your first payment upon policy renewal for all payment plans.** Taxes, fees and surcharges were previously spread across the policy term, but are now included up front. This may result in a higher first premium payment.
- + If you receive separate invoices for your GuideOne policies, a separate payment must be submitted for each invoice individually.** Please do not combine payments from multiple invoices. View the "Product" section on your invoice to determine the appropriate policy and its due date.
- + Visit [GuideOne.com/MyAccount](https://www.guideone.com/MyAccount) to begin paying your bills online.** In addition to making your payment online, when you sign-up and use your online GuideOne account, you are able to view your upcoming payment schedule, see payments made and enroll in automatic payments.
- + You now have the option to pay your bill by credit or debit card.** In addition to an automatic bank draft, you can now pay your bill using a credit or debit card in your online GuideOne account.

► ***If you have any questions regarding changes to your account's billing, please contact your GuideOne agent or call the GuideOne Customer Care Center at 877-448-4331.***

**Thank you for choosing GuideOne and being our valued customer!**

\*New billing and payment options are available for new accounts, effective Dec. 7, 2020. For existing accounts, the new billing and payment options will be available at policy renewal. The new billing system is NOT available for Commercial Package Policies, Umbrella Policies and Business Auto Policies in AK, DE, FL, HI, ID, ME, MT, NV, NH, NM, RI, SD, UT, VT, WA, WV and WY.