

Insurance bill payment made easy

for our property & casualty customers

Whether you have your personal insurance, business insurance, or (hopefully) both with Harleysville, we give you 4 convenient options for paying your bill ...

- Electronic funds transfer
Fastest, cheapest, easiest
- By mail
- By phone
- Online



Option #1

Pay by Electronic Funds Transfer (EFT)

Your fastest, cheapest, easiest option! Payments are automatically withdrawn from your bank account.

EFT option advantages

- Automatic
- Convenient
- No checks to write
- No stamps to buy
- No worries about late or missed payments
- Available regardless of installment plan you choose
- Available regardless of number of Harleysville policies you own*
- Ability to pay monthly
- No installment fees**

How the EFT option works

- You select one of following payment plans: 1-pay, 2-pay, 4-pay, 9- or 10-pay (varies by state and special product availability), 12-pay.
- Your payment due date is determined by your policy effective date (e.g., if you choose the 4-pay option and your policy effective date is Feb. 1, then your payment due dates will be Feb. 1, April 1, July 1 and Oct. 1).
- We mail you a notice about three weeks before each withdrawal, advising you of the transaction date and withdrawal amount.
- If the withdrawal date falls on a weekend or a holiday, the transaction occurs on the next regular banking day.
- Once EFT is chosen, it automatically continues at policy renewal on the same payment plan until you make a change.

Business insurance customers: If your policy is subject to a premium audit and the audit results in a lower premium, you'll receive a refund (provided your premium has been paid in full). If the audit results in a higher premium, the audit charge will be included in your next EFT withdrawal.

* Information about EFT and the application contained in this brochure apply to property & casualty customers only. Life customers should ask their insurance agent if EFT is available to them and, if so, which form can be used to apply.

** If there are insufficient funds in your bank account to cover an EFT withdrawal, a fee will be incurred.

To get started on EFT, complete the application form and mail it in today! >>

EFT Application

for Property & Casualty Customers

Print all information in ink.

Named Insured(s) as listed on your policy(ies)

Insurance account number (if applicable) _____

If you do not have an account, list the numbers of the individual policies you wish to include under EFT

Pay Plan—Select the pay plan most convenient to you.

- 1-pay 2-pay 4-pay 9- or 10-pay (Varies by state and by special product availability)
 12-pay

EFT Authorization Agreement

Name(s) as appearing on account from which EFT payments will be withdrawn

Bank/financial institution name _____

Address of branch location _____

City _____ State _____ Zip _____

Account # _____ Routing # | : _____ | :

See illustration on back if you are unsure about your account and routing numbers.

Type of account (check one): Checking Savings Money market

I (we) request and hereby authorize my (our) financial institution to pay and charge my (our) designated account for the payment of premiums on the policies listed on this form, to the order of Harleysville Insurance, without personal signature of me (us), or for a business account, any person employed by the Company. Your rights to such payments shall be as though they were signed by me (us). This authority continues until I (we) notify you in writing to the contrary, and until you or my (our) financial institution receives such notice, I (we) agree that you shall be fully protected in honoring such payments. If any such payments are dishonored, except as the result of an error by my (our) financial institution or by the Company, this arrangement may be terminated.

Signature of authorized account holder

Title of authorized account holder
(if business account)

Signature of co-account holder (if joint account)

Date

Mailing your EFT application

1. Enclose a check for the amount due as indicated on your invoice. If you're a new customer, please enclose a check for your initial premium payment. For renewals, enclose a check for the amount due as shown on your premium invoice.

Please note that any other premium invoices you receive from us prior to your first EFT notice of withdrawal must be paid by check and submitted to us by the due date.

2. Enclose a blank check marked **VOID** or a blank deposit slip showing account numbers.

3. Mail your completed application form, check or deposit slip and initial premium in the enclosed envelope.



If you misplace the envelope, mail to: Harleysville Insurance Payment Processing Center, 355 Maple Avenue, Harleysville PA 19438-2297.

If you have any questions, please contact your independent agent or call our service center at 800.338.8301.

Account Number

Appears between these symbols

Routing Number

Appears between these symbols

A check form with a large, diagonal 'VOID' watermark. The form includes fields for 'Pay to the Order of', amount (5810), and 'DOLLARS'. At the bottom, it shows a routing number (051300563) and a check number (5810).

5810
____ 19__
Pay to the _____ \$
Order of _____ DOLLARS
Bank _____
Memo _____
① 051300563 ① Ⓜ 8297 8857 Ⓜ 5810

Check Number

Option #2

Pay by mail

The traditional way. Your payment gets to us eventually, but EFT (see Option #1) is faster, cheaper and easier, requiring no work on your part after setup.

Mail option advantages

- Choice of sending check or money order (no cash payments, please!)
- Choice of four installment plan options
- Convenient

How the mail option works

- You select one of the following payment plans: 1-pay, 2-pay, 4-pay, 9- or 10-pay (varies by state and special product availability). Note that an installment fee will be charged for all payment plans other than the 1-pay option.
- Your payment due date is determined by your policy effective date (e.g., if you choose the 4-pay option and your policy effective date is Feb. 1, then your payment due dates will be Feb. 1, April 1, July 1 and Oct. 1).
- We mail you an invoice about three weeks before each payment due date.
- You complete the remittance stub, indicating the amount of your enclosed payment.
- If there is no remittance stub, mail your payment (check or money order) to:



**Harleysville Insurance
Processing Center
P.O. Box 37712
Philadelphia, PA 19101-5012**

When your payment won't reach us through the mail by the due date

- Make a one-time credit card or debit card payment by phone (see Option #3 on p. 6) or online (see Option #4 on p. 7). We accept VISA, MasterCard and Discover.
- You also can use the phone and online options to make a one-time electronic funds transfer from your bank account.

Option #3 Pay by phone

Call us at 866.665.4992 and use your credit card, debit card or bank account number to pay your bill.

Phone option advantages

- Available 24/7
- Payment made immediately
- Convenient

How the phone option works

- Have your invoice handy to refer to your account or policy number, and your ZIP code.
- Choose to use your credit card or debit card and have your account number handy. We accept VISA, MasterCard and Discover.

OR

Choose to do a one-time electronic funds transfer from your bank account, and have your bank routing number and bank account number handy.

- Call 866.665.4992.
- Follow the easy instructions for paying your bill.
- Write down the confirmation number and file it for future reference.



Option #4 Pay online

Visit www.harleysvillegroup.com—our company’s website—and use your credit card, debit card or bank account number to pay your bill.

Online option advantages

- Available 24/7
- Payment made immediately
- Convenient

How the online option works

- Have your invoice handy to refer to your account or policy number, and your ZIP code.
- Choose to use your credit card or debit card and have your account number handy. We accept VISA, MasterCard and Discover.

OR

Choose to do a one-time electronic funds transfer from your bank account, and have your bank routing number and bank account number handy.

- Visit www.harleysvillegroup.com and click on “Make a payment” in the light blue top menu bar OR click on the “Make a payment/File a claim” icon near the bottom of the page.
- Once on the “Make a payment” page, click directly on the first bullet—“Pay online.”
- Follow the easy instructions for paying your bill.
- Print out the confirmation and file it for future reference.



Are you ready for the convenience of electronic funds transfer for your recurring premium payments?

There's simply no easier way to pay your insurance bills than through the convenience of electronic funds transfer (EFT). As we note on p. 2 of this brochure, advance scheduling of automatic EFTs means no checks to write, no stamps to buy, no worries about late or missed payments, AND no installment fees!

To change the way you make your recurring payments from mail to EFT, simply complete the form on p. 3 and follow the mailing instructions on p. 4—or give the completed form to your Harleysville agent.

As always, should you have questions about bill payment or any other aspect of your insurance with the “Good people to know” at Harleysville, your agent is always the best person to call.

Thank you for your business!



Harleysville Insurance
355 Maple Avenue
Harleysville, PA 19438-2297
www.harleysvillegroup.com