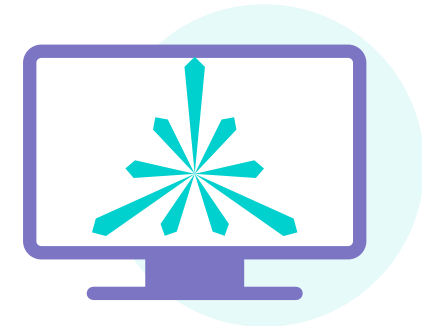


Insured Billing Guide

Welcome to Attune’s billing portal! With our online and direct billing, you receive immediate notifications about payment confirmation, policy status, and due dates. Below are a few of our most frequently asked questions to help you get started:



1. When is my first payment due?

A link to your first invoice will be emailed to you immediately after bind. Payment can be made through our online billing portal or by calling our Customer Care team at **+1 (888) 530-4650**. Please note that your first payment is due within 5 days of your policy’s effective date. If payment is not received by this due date, your policy will be subject to cancellation. Contact your broker if you have not received an invoice email within 24 hours of binding your policy.

2. How do I make payment?

Click on the green **“Make Payment”** button on the top left hand corner of the billing portal (see Diagram 1), which will open a small window that will prompt you to enter your preferred payment method to pay off your outstanding charges.

Alternatively, click on the green **“Make Payment”** button on the top right hand corner of the invoice page (see Diagram 2), which will open a small window that will prompt you to enter your preferred payment method to pay off an individual invoice.

3. How do I enroll in autopay?

Enroll in autopay by clicking the **“Set Up Autopay”** button. When doing so, we may ask you to pay any outstanding charges, so that your account does not go into delinquency. All autopay payment methods can be modified at any point and will be reflected in the next billing cycle.

4. Where can I download a receipt?

A payment receipt will show up at the bottom of the individual invoice page after you make payment.

5. Where can I email a check to pay my invoice?

At this time we only support online payments. Should you be unable to make payments online, please see FAQ number 6 for how to get in touch with us. We address this issue on a case by case basis.

6. My question isn’t answered here. How can I get assistance?

There are a few different ways you can get in touch with us. We recommend you contact your broker first, but should you like to reach out to us directly you can use the **“Get in touch with us”** link at the bottom of the page or our telephone number **+1 (888) 530-4650**.

Updated as of January, 2024

Diagram 1. Billing Portal

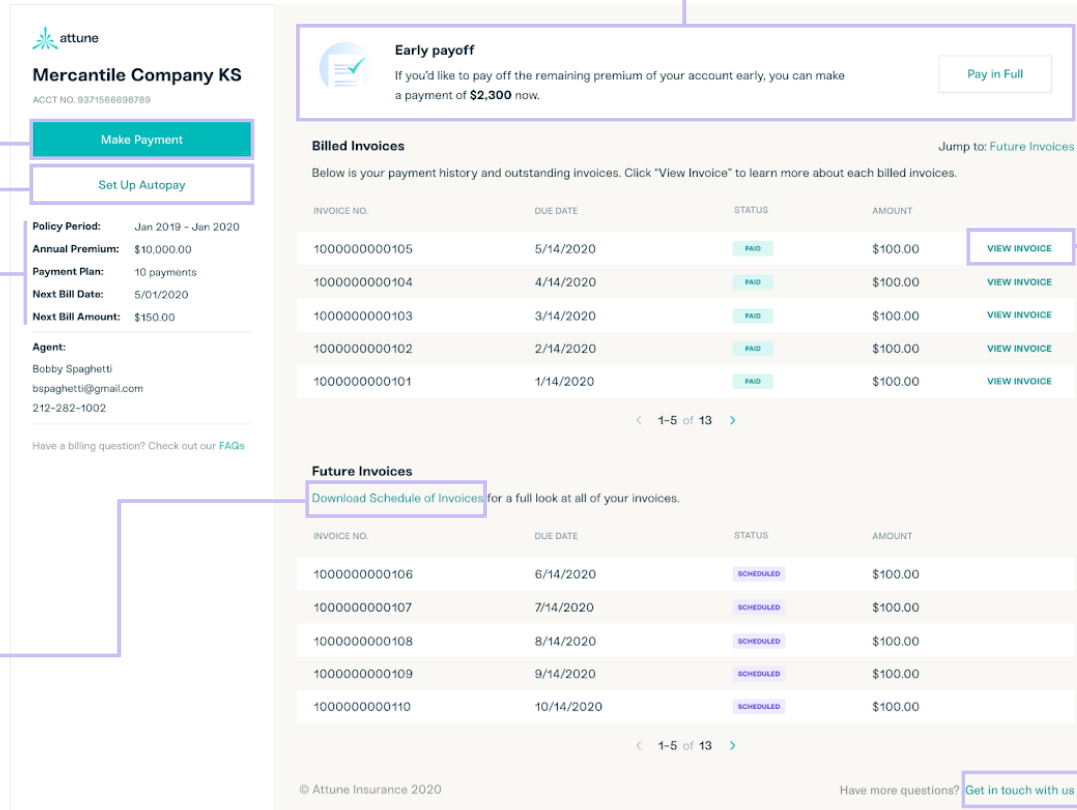
Make Payment
Clicking this will open a modal that makes payment on all outstanding charges.

Set Up Autopay
Clicking on this will open a modal where you can modify your payment method.

Billing Details
This shows billing details associated with your BOP (and XS) policy for the period denoted.

Schedule of Invoices
Clicking this trigger the Schedule of Invoice PDF download. It gives you the most up-to-date information on past payments and scheduled invoices.

Early payoff
This banner may show above "Billed Invoices" or at the bottom of the page. Clicking on "Pay in Full" will pay all your current outstanding charges and the rest of your policy premium.



Mercantile Company KS
ACCT NO. 9371566698789

[Make Payment](#)
[Set Up Autopay](#)

Policy Period: Jan 2019 - Jan 2020
Annual Premium: \$10,000.00
Payment Plan: 10 payments
Next Bill Date: 5/01/2020
Next Bill Amount: \$150.00

Agent:
Bobby Spagheti
bspagheti@gmail.com
212-282-1002

Have a billing question? Check out our [FAQs](#)

Early payoff
If you'd like to pay off the remaining premium of your account early, you can make a payment of **\$2,300** now. [Pay in Full](#)

Billed Invoices [Jump to: Future Invoices](#)
Below is your payment history and outstanding invoices. Click "View Invoice" to learn more about each billed invoices.

INVOICE NO.	DUE DATE	STATUS	AMOUNT	
1000000000105	5/14/2020	PAID	\$100.00	VIEW INVOICE
1000000000104	4/14/2020	PAID	\$100.00	VIEW INVOICE
1000000000103	3/14/2020	PAID	\$100.00	VIEW INVOICE
1000000000102	2/14/2020	PAID	\$100.00	VIEW INVOICE
1000000000101	1/14/2020	PAID	\$100.00	VIEW INVOICE

< 1-5 of 13 >

Future Invoices
[Download Schedule of Invoices](#) for a full look at all of your invoices.

INVOICE NO.	DUE DATE	STATUS	AMOUNT
1000000000106	6/14/2020	SCHEDULED	\$100.00
1000000000107	7/14/2020	SCHEDULED	\$100.00
1000000000108	8/14/2020	SCHEDULED	\$100.00
1000000000109	9/14/2020	SCHEDULED	\$100.00
1000000000110	10/14/2020	SCHEDULED	\$100.00

< 1-5 of 13 >

© Attune Insurance 2020 [Have more questions? Get in touch with us](#)

View Invoice
Clicking this will take you to the individual invoice page.

Get in touch with us
We recommend you first contact your broker with any billing related questions. Should you need to reach out to us, you can use this online form or you can read our FAQs.

Diagram 2. Invoice Page

