

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. What payment methods can I use?

Attune accepts EFT/ACH payments, as well as credit and debit card payments through our invoice link. You can also pay using your check information in the invoice link by selecting EFT/ACH.

If you would like to mail a payment, please address it to:

ATTUNE INSURANCE SERVICES LLC

P.O. BOX 738716

DALLAS, TX 75373-8716

If you mail a check, please include your full policy number and account number in the memo for faster processing.

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, 2025

Diagram 1. Billing Portal

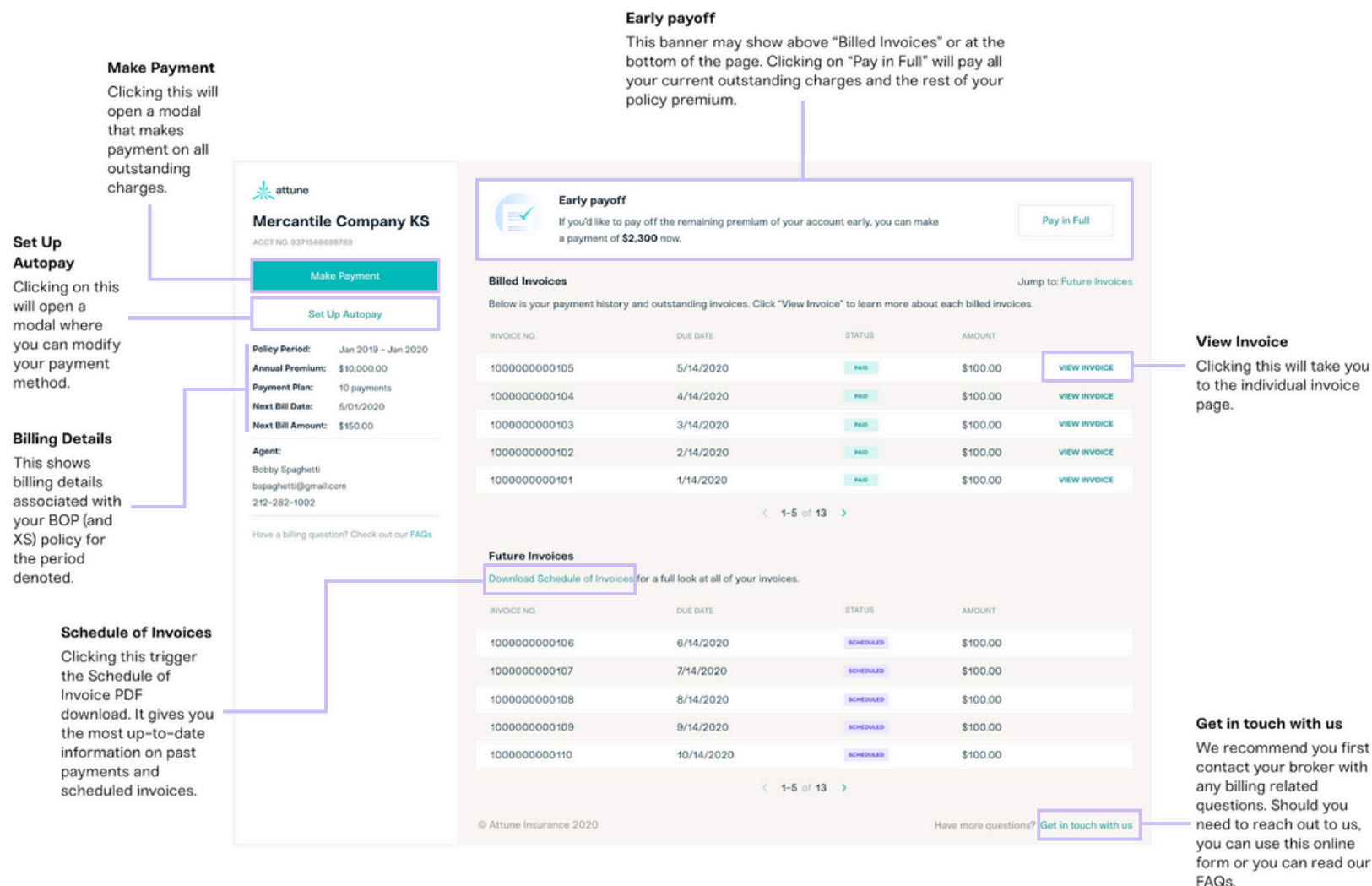


Diagram 2. Invoice Page

