



## NATIONAL PARTNERS

### Additional Guidance for Our Insureds

#### Electronic Billing and Premium Payment Options

- **Receive monthly billing statements electronically!**
  - Simply send us an email with your Account Number, Name on the Account and the request to send you billing statements electronically. Changes are made same day. Upon request, we may simultaneously send you a bill on demand for easy reference.
- **Take advantage of the multitude of electronic payment options we provide**
  - Setting up an automatic debit from your checking account ensures timely payment.
  - We accept all major credit cards, with virtually no limit
    - Paying by credit card may afford additional short-term payment flexibility.
- **Impacted clients may qualify for a late fee waiver.**
- **View all of your payment and funding details online in real time.**

#### Streamlined Signature Process

- **Complete** the premium finance **process electronically by utilizing** our integrated e-signature option with **DocuSign**.

#### Alternative Considerations

- **Premium financing provides** insureds with much needed **cash flow** and enables them to **keep credit lines intact**.
- **Midterm policyholders:**
  - Inquire about potential to adjust policy coverage/premiums, in hopes to generate a return premium credit – which can in turn reduce your monthly installment amount
- **New or Renewing Policyholders:**
  - Inquire about seeking more favorable policy conditions, including low or no Minimum Earned Premium, return premium calculations in event of cancellation, etc. – which can potentially qualify you for more advantageous financing terms.

**For specific questions or concerns about your premium payments, please have your Account Number ready and reach out to our team during normal business hours at: (800) 506-8901 (then Option 2) or [customerservice@nationalpartners.com](mailto:customerservice@nationalpartners.com).**

**We are committed to providing you with unparalleled support in these extraordinary times.**