



Please read the following closely regarding recent changes!

Eastern's Service Portal now features the **InvoiceCloud payment platform**, offering new payment options and methods! Our website Payment Center serves as an archive of payment documents/transactions prior to 2024.

ONLINE AND PHONE PAYMENTS

- ➔ If an email address is on file for your policy, you may receive notifications from "No-reply@invoicecloud.net".
- The Online Billing and Payment Services Guide is available on the Help Center—this is the page you see when you log in. The guide provides instructions for making payments, viewing invoices, and enrolling in AutoPay and Paperless Billing.
- When you make an online payment, you'll be prompted to set-up a payment method on the InvoiceCloud payment platform. You can store a variety of payment methods, such as bank account, debit/credit card, and digital/mobile payments.
- Pay by phone is available 24/7 through InvoiceCloud. Call 1-855-797-0200 and have your account number (listed on your invoice) ready.
- ➔ InvoiceCloud charges a service fee to process all online payment methods except bank accounts (ACH / "eCheck"), and a service fee to process payments over the phone (including a nominal fee for bank accounts). These fees are detailed on the Payment Summary screen when paying online and noted when paying by phone.

AUTOPAY AND PAPERLESS BILLING

- ➔ As part of the payment platform transition, **policies were unenrolled from these programs at the end of 2023.** These policies will need to re-enroll if they want to continue in AutoPay or Paperless Billing.
- When you pay online, you can enroll in options like AutoPay, Paperless Billing and Pay by Text. You can also enroll in these options later through the "My Policies/Billing" tab in the Service Portal.
- ➔ NEW! If you are enrolled in AutoPay, any balance due on a premium audit will now be automatically withdrawn.

OUR LOCKBOX ADDRESSES HAVE CHANGED

PREMIUM PAYMENTS: Eastern Alliance Insurance Group, PO Box 74490, Cleveland, OH 44194-0002.

DEDUCTIBLE POLICY CLAIM REIMBURSEMENTS: For payments due on or after March 24, 2024: Eastern Alliance Insurance Group, PO Box 83182, Chicago, IL 60691-0182.

All overnight payments, correspondence and/or administrative forms related to premiums or deductible policy claim reimbursements must be mailed to: Eastern Alliance Insurance Group, 25 Race Avenue, Lancaster, PA 17603.

Our www.EasternAlliance.com Help Center provides details, updates and Service Portal help guides. If you have any questions, please reach out to Eastern at 1-855-533-3444:

- For policy-related billing and payment questions, please choose option #4.
- For website and Service Portal assistance, please choose option #5
- For questions related to your premium audit, please choose option #6.
- For parallel pay support, please choose option #7