

Online Billing and Payment Services

Eastern offers billing and payment services via the InvoiceCloud payment platform, found on our Service Portal. In addition to viewing your billing details and transactions, you can choose how to pay, what payment methods to use, and opt for conveniences such as AutoPay and Paperless Billing.

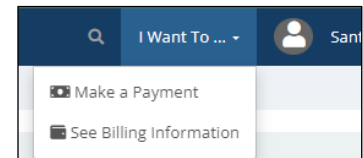
USER ACCOUNTS AND BILLING/PAYMENT PERMISSIONS

Note: your www.EasternAlliance.com user account must have appropriate permissions to access billing/payment information online. Any one of your policy's user accounts that has administrative privileges can adjust your permissions. Not sure if your user account has administrative privileges? Log in and click on your name in the top right corner. If "Manage Users" appears in the drop-down menu, you have administrative privileges. If you're not sure who has these privileges for your policy, please contact us at 1.855.533.3444, Option #5.

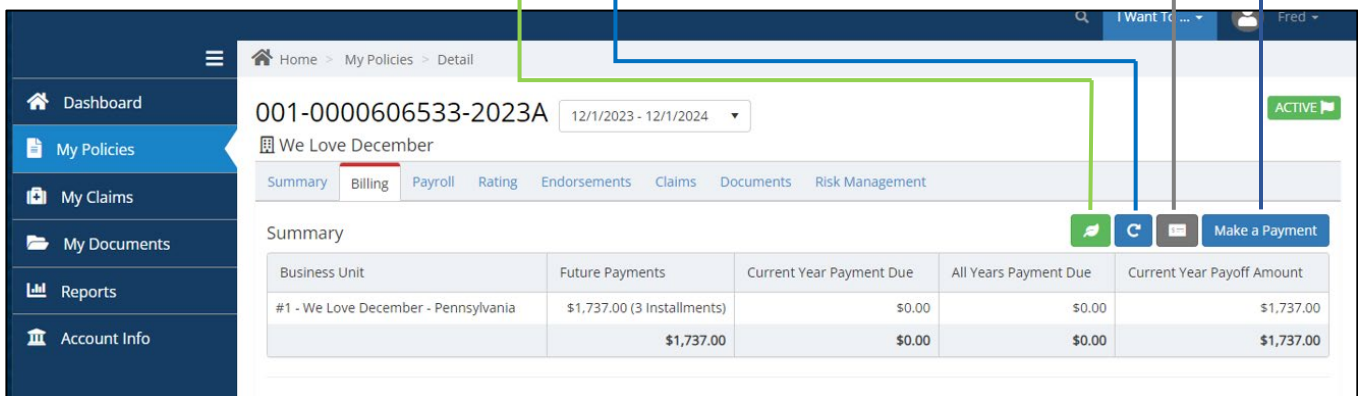


SERVICE PORTAL – ACCESSING BILLING/PAYMENT SERVICES

Log in to www.EasternAlliance.com and click on the Service Portal button. For insureds, if you have billing/payment permissions, under the "I Want To" drop-down menu on the top-right corner, you will see "Make a Payment" and "See Billing Information." Make a Payment takes you to the payment screens and See Billing Information takes you to the tab shown below.



There are also shortcuts in the "My Policies" section of the Service Portal. From here, choose your in-force policy from the Policy List, then click the "View" button and go to the "Billing" tab. From here, you can [Make a Payment](#) and go directly to the settings for Paperless, AutoPay, and Payment Methods.



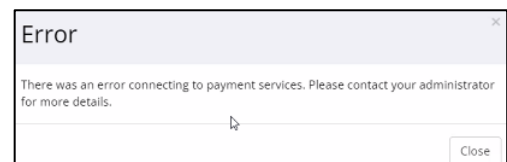
The screenshot shows the 'My Policies' section of the Service Portal. The left sidebar contains navigation options: Dashboard, My Policies, My Claims, My Documents, Reports, and Account Info. The main content area displays the details for a policy with ID 001-0000606533-2023A, effective from 12/1/2023 to 12/1/2024. The policy name is 'We Love December' and it is currently 'ACTIVE'. Below the policy name are several tabs: Summary, Billing, Payroll, Rating, Endorsements, Claims, Documents, and Risk Management. The 'Summary' tab is selected, showing a table with the following data:

Business Unit	Future Payments	Current Year Payment Due	All Years Payment Due	Current Year Payoff Amount
#1 - We Love December - Pennsylvania	\$1,737.00 (3 Installments)	\$0.00	\$0.00	\$1,737.00
	\$1,737.00	\$0.00	\$0.00	\$1,737.00

At the bottom right of the summary table, there are three icons (a speech bubble, a refresh icon, and a document icon) and a blue 'Make a Payment' button. Colored lines (green, blue, and grey) connect these elements to the text in the paragraph above.

Agents can view billing information for policies and make a payment on behalf of an insured through the "Book of Business" section of the Service Portal.

Note: policies will transition to the InvoiceCloud payment platform throughout 2024. If you see this message when you try to access billing/payment services, your policy has not transitioned yet. Please try again after your next invoice/statement is generated. You can mail a check to the lockbox listed on your most recent invoice.



PARALLEL PAY®

If your policy is on the parallel pay program, please continue to access the parallel pay portal through the website's [Payment Center](#).

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MAKE A PAYMENT / PAYMENT PLATFORM

Clicking “Make a Payment” takes you to the Open Invoice screen. Select the invoice(s) you need to pay and click “Pay Selected.”

Choose “Pay Today” or “Schedule a Payment,” and click “Proceed to Payment.” If your invoice is past due, you may not be able to schedule your payment in the future.


On the Payment Options screen, confirm your method of payment from options like credit/debit cards, checking/savings bank accounts, and mobile/digital. Confirm your payment amount, then click “Continue to Payment Information.” NOTE: when paying online, InvoiceCloud charges a service fee to process all payment methods except bank accounts. The fee for your selected payment method is noted on the Payment Summary.

Insured users can save payment methods and skip this screen in the future. However, these details are not shared with other users, so each individual must set-up their own payment method(s). For your security, bank account details saved in the website’s Payment Center were not imported into the InvoiceCloud payment platform.

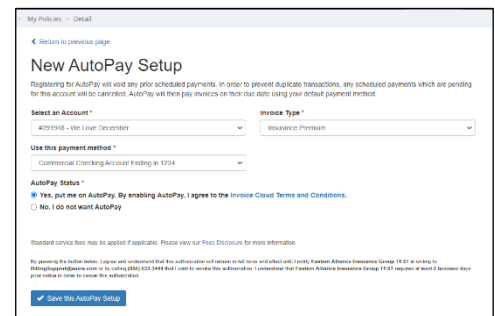
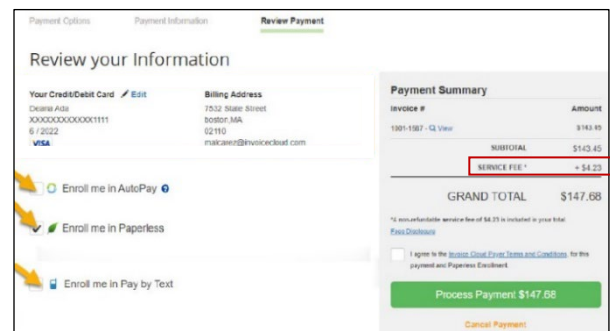
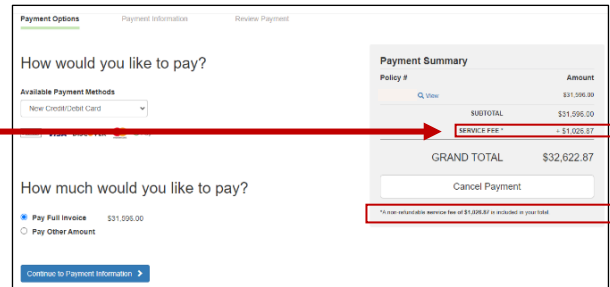
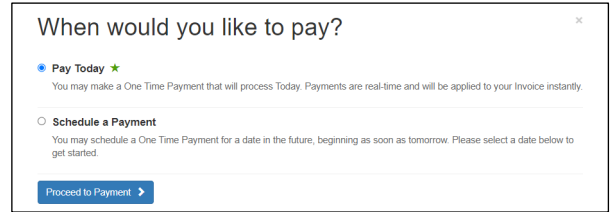
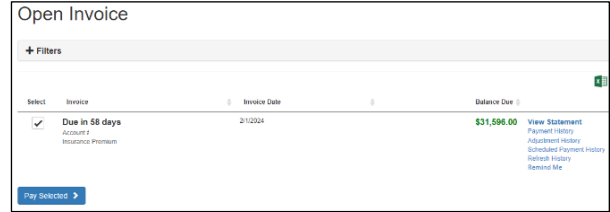
Review your payment information and options carefully. Insureds can enroll in AutoPay, Paperless Billing, and/or Pay by Text here, as well as in the “My Policies/Billing” tab in the Service Portal. When you are ready, click “Process Payment.” From the confirmation screen, you can print a receipt.

Note: transactions listed in this section only represent those performed through the platform. To view all 2024-on transactions and payments, refer to the Billing tab in the “My Policies” or “Book of Business” section of the Service Portal. To view transactions and payments prior to this time, please use the website’s [Payment Center](#).

OPTIONS: AUTOPAY, PAPERLESS, PAY BY TEXT

 **AutoPay:** Enrollment means a payment will be automatically withdrawn/charged on the policy’s invoice due dates using the default payment method, unless you designate a different method for this purpose. AutoPay will automatically withdraw/charge any balance due on premium audits. Enrollment does not change any applicable premium installment charges or online payment method service fees.

Enrollments made through the website’s Payment Center have expired. When you receive an invoice issued in 2024, you can enroll your policy in AutoPay through the Service Portal.



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Paperless: Enrolling in Paperless Billing means your policy’s invoices and statements will be sent through email and not through postal mail; this change affects all users on your policy. Enrollments made through the website’s Payment Center have expired. Your 2024 invoices will be postal mailed unless you enroll in Paperless Billing through the Service Portal. You can do this after you receive an invoice issued in 2024.

Pay by Text: Enrolling in Pay by Text means you will get a text when an invoice is generated. You can pay it through text using a saved payment method or online through a texted link. Either way, InvoiceCloud’s service fees for your chosen payment method will apply.

When you enroll, enter your mobile phone number and click “Save my changes.” You will receive a text message to complete your enrollment by replying “OK” – you have 60 minutes to do so. If needed, click on “Resend TEXT” on the enrollment screen. To cancel your enrollment, select the link at the bottom of the Pay by Text screen that says “You may cancel this registration by clicking here.”

VIEW BILLING INFORMATION

On the “My Policies” (insureds) and “Book of Business” (agents) section, choose your in-force policy from the Policy List, click the “View” button, and go to the “Billing” tab to view billing information, including transaction history. Statements and invoices will be labeled with indicators like **PAID** and **DUE**.

Business Unit	Future Payments	Current Year Payment Due	All Years Payment Due	Current Year Payoff Amount
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	\$1,737.00	\$0.00	\$0.00	\$1,737.00

Date	Description	Amount	Balance
12/15/2023	ACH Receipt BLS414553	(\$1,159.00)	\$0.00
12/4/2023	Billing Statement # 414553	\$1,159.00	\$0.00

The website’s [Payment Center](#) serves as an archive of payment documents and transactions prior to 2024.

EMAIL NOTIFICATIONS

If there is an email address on file for your policy, you may receive notifications from No-reply@invoicecloud.net that an invoice was generated and is due, even if you are not set-up to pay online. If you have not enrolled in Paperless Billing through the Service Portal, you will still receive a postal-mailed invoice.

QUESTIONS

We are here to help! Please reach out to Eastern at 1-855-533-3444 for assistance:

- Option #4 – policy premium-related payment questions
- Option #5 – website assistance
- Option #6 – premium audit-related questions
- Option #7 – parallel pay support