

Online Billing and Payment Services

Eastern offers you several billing and payment services through our website's Service Portal, including the ability to pay online through several payment methods, enroll in automatic payments, view invoices, statements and transactions, and go paperless.

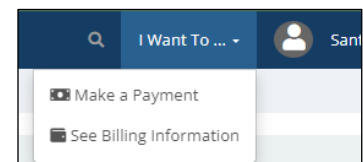
USER ACCOUNTS AND BILLING/PAYMENT PERMISSIONS

Please note, you can only access these services if your www.EasternAlliance.com user account has the appropriate permissions. Any one of your policy's user accounts that has administrative privileges can adjust the permissions for your account. If you are not sure if your user account has administrative privileges, here's a tip—log in to the website 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 for website assistance.

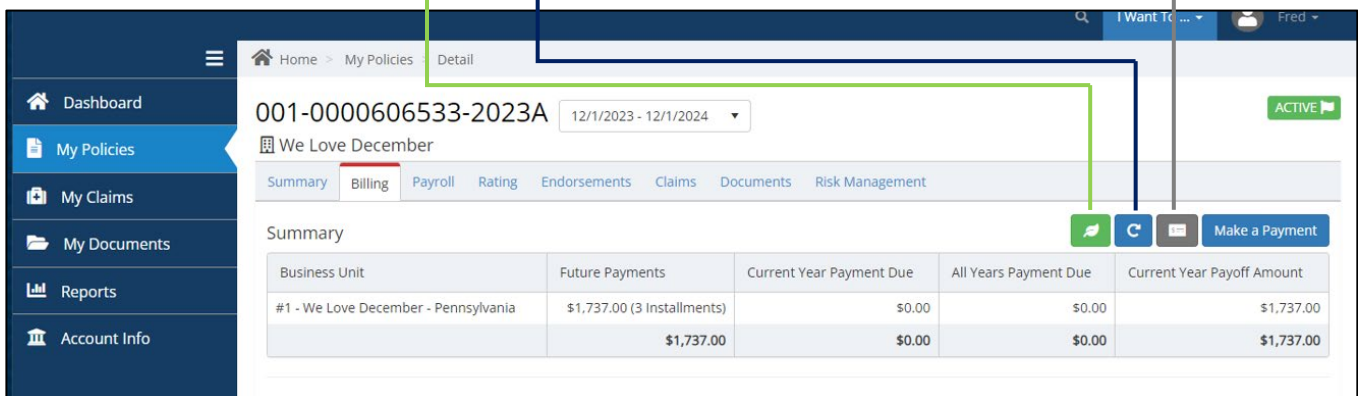


SERVICE PORTAL – ACCESSING BILLING/PAYMENT SERVICES

Log in to www.EasternAlliance.com and go to the Service Portal. For insureds, if you have billing/payment permissions, on the "I Want To" drop-down menu on the top-right corner you will see "Make a Payment" and "See Billing Information" options. Make a Payment will take you to the payment platform and See Billing Information will take 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, click the "View" button and go to the "Billing" tab; in addition to Make a Payment, you can go directly to the settings for Paperless, AutoPay, and Payment Methods.

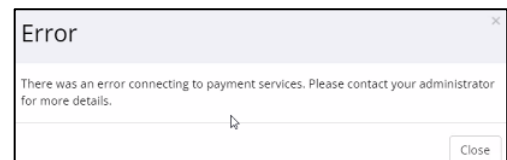


The screenshot shows the 'My Policies' section of the Service Portal. The policy details for '001-0000606533-2023A' are displayed, including the policy name 'We Love December' and the dates '12/1/2023 - 12/1/2024'. The 'Billing' tab is selected, and a 'Make a Payment' button is visible. A table below shows the payment summary:

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

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.

Please note, policies will transition to the new payment platform throughout 2024. If you see this message when you try to access billing/payment services, your policy might not have transitioned yet. Please try again after your next invoice/statement is generated. You may use the [Payment Center](#) on the website to make a one-time, on-demand ACH payment, or 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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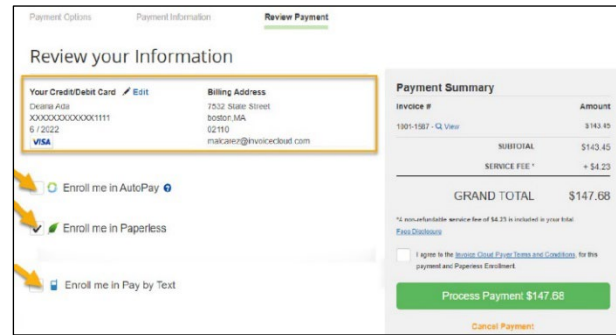
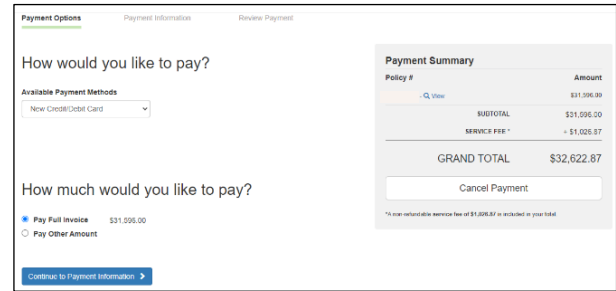
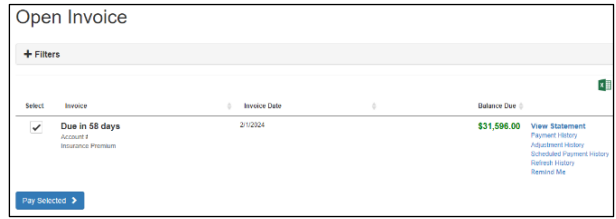
MAKE A PAYMENT / PAYMENT PLATFORM

Clicking “Make a Payment” will take you to the payment platform. Select the invoice(s) you need to pay and click “Pay Selected.” Choose “Pay Today” or “Schedule a Payment,” then click “Proceed to Payment.”

On the Payment Options screen, confirm your payment method. There are various options, including credit and debit cards, and checking/savings bank accounts. Confirm your payment amount, then click “Continue to Payment Information.” 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 Service Portal.

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

Please note, transactions listed in the payment platform only represent those performed through the platform. To view 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 2023-prior transactions and payments, please go to the website’s [Payment Center](#).

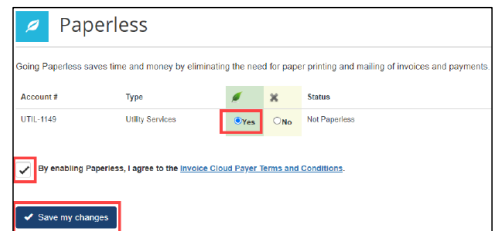
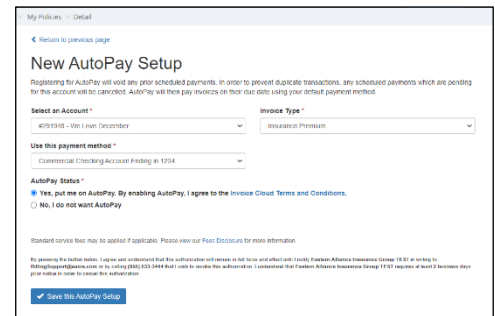


OPTIONS: AUTOPAY, PAPERLESS, PAY BY TEXT

AutoPay: Enrollment means a payment will be automatically scheduled for your policy’s invoice due dates using your default payment method.

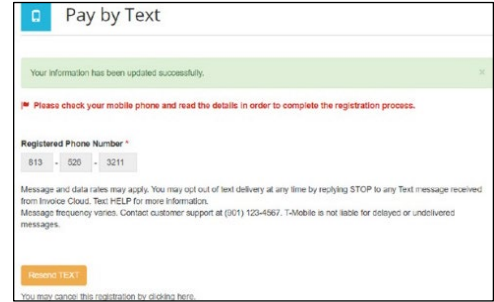
Enrollments made through the website’s Payment Center have expired. After you receive an invoice issued in 2024, you will be able to re-enroll your policy in AutoPay through the Service Portal.

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 next invoice will be postal mailed, but after you receive an invoice issued in 2024, you can re-enroll in Paperless Billing through the Service Portal.



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Pay by Text: Enrolling in Pay by Text means you will get a text when an invoice is generated, and you can pay it through text, using your saved payment method. You can also complete payment through a texted link to the payment platform.



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. You will receive another text confirming your enrollment. If you want to cancel your enrollment, go to the Service Portal and 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, you can choose your in-force policy from the Policy List, click the “View” button, and go to the “Billing” tab to view your 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
#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

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

The current [Payment Center](#) serves as an archive of your payment documents and transactions that occurred prior to 2024. Please note, while we continue to migrate data, there may be inconsistencies in the payment documents and transactions displayed on the Payment Center and the Service Portal. Thank you for your patience while we complete this transition.

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 – audit-related questions
- Option #7 – parallel pay support