

GENERAL PAYMENT FAQ:

Q. Who do I contact for questions about the payment amount due or due date?

A. For any questions related to your policy or premium amount, please contact your agent. Your agent name and phone number can be found on your invoice.

Q. When are payments posted to my policy?

A. All payments received before 3:00 pm EST will be posted on the same day. Payments received after 3:00 pm EST will be processed on the following business day. Payments entered on Saturday, Sunday, and holidays will be processed on the next business day.

Q. Does Beacon record and store the bank account numbers entered into the online system?

A. Because your privacy is important to us, your banking information is recorded directly into the Payment Service Network (PSN) and is not stored by Beacon Mutual.

Q. What payment methods can I use to make a payment?

A. Payments are accepted by e-check, credit or debit card, online or by phone. Process payment by e-check to waive your installment fee. Checks should be mailed to the payment lockbox.

Q. Can I continue to send my payment by mail?

A. Yes. Make checks payable to The Beacon Mutual Insurance Company, include the original invoice coupon, and mail to the lockbox. Be sure to write your policy number on your check. Please do not enclose cash or correspondence with your payment. The lockbox mailing address can be found on your invoice and the enclosed return mailing envelope.

Q: How do I make a payment on an Argo Group policy (MA or CT policyholders)?

Visit www.beaconmutual.com/payments and select the pay as guest option to securely make a payment online. You can also pay by phone at 833-326-7022 or send a check to the lockbox using the coupon on your invoice.

NEW ONLINE AND PHONE PAYMENT FEATURES

- **Save Time.** Schedule automatic payments online or by phone!
- **Save Money.** Waive your installment fee! Pay by e-check and process the minimum amount due on or before the payment due date.

MORE PAYMENT METHODS

For your convenience, Beacon Mutual will accept payment by e-check, credit card, debit card, or by check in the mail.

Note: Your security is important to us. We will not accept credit card or debit card donations at the reception desk. All card payments must be processed securely online or by phone. (We do not accept cash.)



How TO MAKE A PAYMENT



Make a Payment:
www.beaconmutual.com/payments





3 EASY WAYS TO PAY

ONLINE & PHONE FAQ:

Q. Do I need a BEACONNECT account to make a payment online?

A. To make a payment online, you should create a BEACONNECT account. To create an account, visit <https://beaconnect.beaconmutual.com> and click Create an Account. Enter your Beacon Mutual account number, policy number, and Federal Employer Identification Number (FEIN). Then click I'm a Policyholder. Follow the prompts to create your new BEACONNECT account. Once you are registered, select Make a Payment. You may also pay as a guest without logging into BEACONNECT, but you will have limited functionality.

Q. How do I set up automatic payments?

A. You may set up automatic payments online or by phone by calling 833-326-7022 and select option 4 to speak with a customer service representative. To set up automatic payments online, log in to BEACONNECT, select Auto-Pay from the Make a Payment drop-down menu or on the Payment Options page. We recommend that you schedule Auto-Pay at least one week before the payment due date. You will receive a reminder email five days before payment is processed.

Q. How do I view my payment history?

A. Log into your BEACONNECT account, and view the My Billing tab for payment history and invoices. If you do not see the My Billing tab, ask your Key Contact or call the Beacon Help Desk at 401-825-2650. If you are the Key Contact, you can add the Policy Admin role by editing your profile or by selecting Manage Users from the top menu.

Q. How do I cancel a payment that is scheduled to be withdrawn at a future date?

A. If your payment was scheduled using Auto-Pay, you can edit the payment details online. Log into BEACONNECT, select Auto-Pay from the Payment drop-down or Payment Options page, and click Stop Auto-Pay. If your future payment was scheduled using One-Time Pay or scheduled by phone, contact PSN at 833-326-7022 and speak to a customer service representative.

Save Money! Waive your installment fee by paying by e-check, online or by phone.

1. Online Payments

Auto-Pay	One-Time Pay	New Policy Pay
Schedule automatic payments for the minimum amount due, and receive email notifications for upcoming payments.	Make a one-time payment and save your account information to make your next payment quick and easy.	If you are a NEW policyholder, you or your agent can make your first premium payment online with your quote number.

2. Phone Payments - (833) 326-7022

Schedule your automatic payment, or make a one-time payment through our call center 24/7.

3. Check in the Mail

Checks should be made payable to The Beacon Mutual Insurance Company and mailed to the lockbox with the original invoice coupon. Be sure to write your Beacon account number on the check.

Your independent agent can assist you with any changes to your payment plan.

Your agent selected your payment plan when your policy was bound. Depending on the size of your business, some payment plan restrictions may have determined the type of plan that has been established for your policy. Contact your agent with payment questions. Your agent's contact information can be found on your invoice.



Online and phone payments will be made fast, simple, and secure through the Payment Service Network (PSN). PSN has been awarded a Level 1 Certification, the highest security possible, by the credit card industry.

QUESTIONS?

Payment Service Network
Customer Service
833-326-7022

Monday-Friday 8 a.m. to 8 p.m. EST
Saturday/Sunday 9 a.m. to 6 p.m. EST