

# A Simple Option for Direct Bill Payment

## So you can cross one item off your to do list – for good!

**CNA offers a convenient automatic payment option to have premium payments withdrawn directly from your bank.**

No more writing checks, making sure they're mailed on time, or worrying about missed payments when you're away from the office.

**It's simple: schedule automatic payments based on your installment plan.**

Enjoy the convenience. Automatic payments will be withdrawn from your bank account based on the payment due date shown on your invoice.

**Start now to benefit from this time-saving offer**

- Free yourself from the worries of a late or missed payment and late fee
- Save on applicable fees per installment
- Just complete and send us the authorization form by mail or fax

## Frequently Asked Questions

**Q. How will I know when the automatic payments have begun?**

**A.** Automatic premium payments will begin after a letter confirming enrollment is sent to you and automatic payment is indicated on your statement. You should continue to call us to make telephone payments, or pay by check, until your enrollment is complete.

**Q. Will I receive notice of withdrawal before it is made from my bank account?**

**A.** Yes. For your review and records, we will continue to send a statement showing the amount of your automatic withdrawal prior to the withdrawal date.

**Q. Is there a fee for the automatic payment service?**

**A.** No, CNA does not charge fees for the convenience of automatic bill payment, and any applicable fees per installment may be reduced. You should check with your bank to determine if bank fees apply.

**Q. When will the money be withdrawn from my bank?**

**A.** Scheduled payment will be withdrawn from your bank account on the due date shown on your statement. Please note that invoiced amounts may include audit, endorsement and deposit premium.

**Q. How do I change a payment amount?**

**A.** Your scheduled payment will automatically reflect the amount due on your statement. You may call the Direct Bill Center up to four days before the due date shown on your statement to report a discrepancy or make a change.

**Q. Do I need to reapply for scheduled payments when my account renews?**

**A.** Automatic payments will continue as long as your CNA account is active. If you have cancelled your coverage with CNA, or should you choose to cease making automatic payments, please instruct CNA to cancel your enrollment at any time by checking the cancellation box on an enrollment form, or by calling the Direct Bill Call Center toll free at 877-276-7507.



