

# Convenience with a Click

United Fire Group (UFG) offers a variety of options to make payments so you can choose the best fit for your lifestyle. Or, arrange to have your payment automatically deducted from your bank or card account each month, and spend the time you'd use to pay your bill on something more exciting.



## Pay automatically

With automatic monthly payments (EFT, RBP), your financial institution transfers monthly payments from your account to ours. With this option, you may not have to worry about incurring a late fee or an installment fee. It's hassle-free and worry-free!

- **Electronic Funds Transfer (EFT)** is our most convenient payment solution. EFT is available from your bank checking or savings account. To register, complete our EFT registration form, available at [www.ufgpolicy.com](http://www.ufgpolicy.com), in the billing section. You can submit the form online or print and mail the completed form to us with a voided check. EFT registration forms are also available by calling our Direct Bill Customer Service Center.
- **Recurring Bill Payment (RBP)** is a solution that allows you to set up automatic payments from your credit or debit card account. Log into [www.ufgpolicy.com](http://www.ufgpolicy.com) to sign up for RBP.



United Fire & Casualty Company  
United Life Insurance Company  
Lafayette Insurance Company  
Addison Insurance Company  
United Fire & Indemnity Company  
United Fire Lloyds  
Mercer Insurance Company  
Mercer Insurance Company  
of New Jersey Inc.  
Franklin Insurance Company  
Financial Pacific Insurance  
Company

### HOME OFFICE:

118 2nd Ave. SE PO Box 73909  
Cedar Rapids, IA 52407-3909

Available through:



## Pay at [ufgPolicy.com](http://ufgPolicy.com)

Make a payment online in the billing section. In a hurry? Use our express pay option to pay without logging in.



## Call 800-450-9239

Make a payment by telephone at 800-450-9239.



## Electronic payment options

Our online and phone options are available 24/7/365. You can pay any amount between the minimum due and the total balance. Payments may be made by:

- **Credit Card:** We accept Visa, MasterCard, Discover and American Express.
- **Debit Card:** We accept debit cards with Visa, MasterCard or American Express logos only.
- **Electronic Check:** You must provide the account and routing numbers for your checking or savings account.

*Electronic payments submitted during business hours, either online or by telephone, will be confirmed immediately and processed nightly. Transactions are subject to return if rejected by your financial institution for any reason.*

*UFG does not charge a fee for online or telephone transactions. Any service charge fees will still apply.*



## eBilling options

Log on [www.ufgpolicy.com](http://www.ufgpolicy.com) to elect our eBilling features:

- Turn off the paper copy of your billing statement. Instead, you will be notified by email when your billing statement is available online.
- Receive an email alert if we have not received your payment within five days of your payment due date.



## At your service

Our Direct Bill Customer Service Center is available to answer your questions at 800-637-6309, from 7 a.m. to 6:30 p.m. CT, Monday through Friday (except holidays).

- Call to request that an EFT registration form be sent to you.
- There are maximum transaction limits. Exceptions will be handled by our Direct Bill Customer Service Center.

Payment details and options are also available at [www.ufgpolicy.com](http://www.ufgpolicy.com) under billing.

Payments submitted after 7:30 p.m. CT will not be regarded as received until the next business day, so be sure to initiate the payment before 7:30 p.m. CT on the due date.

Payments received after the due date will be assessed a late fee.

*The information contained in this flyer is accurate only as of the publication date indicated below, and is intended for use as a general resource by United Fire Group® agents and their customers. United Fire Group does not undertake any obligation to update the information contained in this flyer between publications.*