



## Frequently Asked Questions

*The Automated Payment Plan sounds good, but is it safe?*

Safer than writing a check. Only you and your financial institution have access to your account. In fact, consumer safeguard regulations are stricter for electronic funds transfers than for conventional payments.

*What happens if my account balance doesn't cover a payment?*

If your bank informs us that your account has insufficient funds, normal cancellation procedures will apply, just as they would if you missed a payment.

*If I'm pending cancellation, can't the funds just be deducted from my account?*

No. For cancellations you must pay us directly by the date shown on your cancellation notice. When your account is once again in good standing, automatic deductions will resume.

*I would like to use the Automated Payment Plan, but my policy is in the middle of the term. Do I have to wait for my renewal date to sign up?*

You can begin using the Automated Payment Plan at any point in your billing cycle. Just complete and mail the application, then continue to pay your regular bills until you are notified that your next payment will be deducted from your checking or savings account.



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## The Automated Payment Plan



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