

3 Step Guide to EZPay

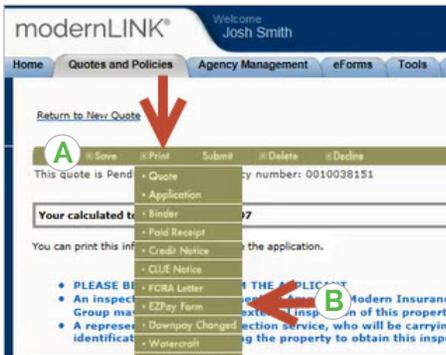


1 Access the EZPay authorization form

For new business

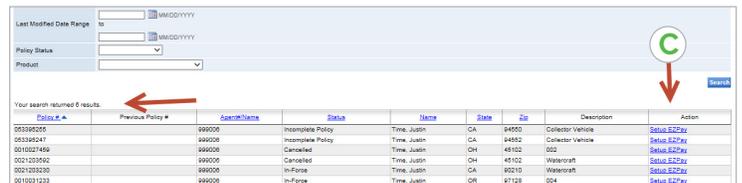
OR For existing business

- A Finish the quote and bind it.
- B Under Print, select **EZPay Form**.



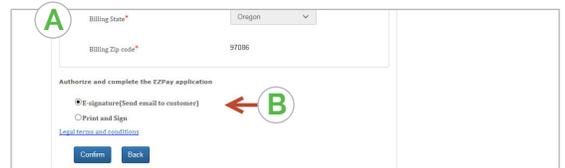
- A Go to the modernLINK Payment Center.
- B Click **EZPay Setup**.
- C Enter the search parameters, find the policy in the results, then click **Setup EZPay**.

To make a change to existing EZPay preferences, follow these steps, too.



2 Complete the EZPay form instructions

- A Fill in the customer's information.
- B Select either **E-Signature** or **Print and Sign**, then click **Confirm**.

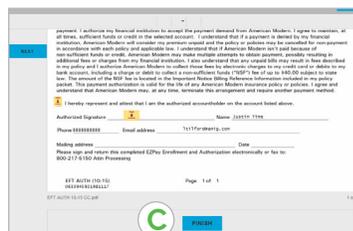
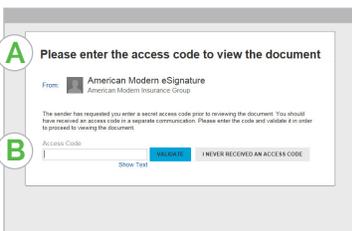


3 Authorize the EZPay application

E-Signature instructions

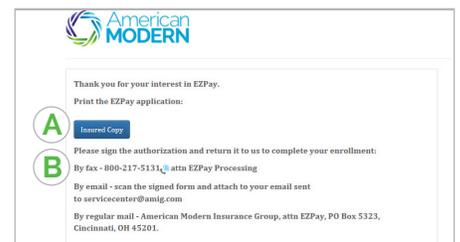
OR Print and Sign instructions

- A Tell the customer that they will receive an email with instructions, and give them the PIN. It is required to complete the enrollment.
- B Customer opens the email from American Modern, enters the PIN you provided, then clicks **Validate**.
- C To open the form, they must select the acceptance check box at the top left, then the Continue box at the top right. The form is mostly filled. Scroll down and acknowledge intent to sign electronically. Click **Finish**.



- A Click **Insured Copy** to use your office printer. Notice that the form is pre-filled and that some fields are masked.
- B Have the customer sign it, then send it to American Modern by fax, email or mail.

EZPay is not active until American Modern processes the signed form.



EZPay is good for customers and good for your business.

EZPay automates customer payments and lowers their costs. It's great for you, too, because it largely eliminates missed payments, a leading cause of coverage lapses and cancelled policies.



How EZPay helps you

- We know it's more difficult to replace a customer than to keep one. EZPay customers have a much higher retention rate than those mailing in checks.
- Lowering the total cost shows customers you are looking out for them.
- Stop chasing late paying customers and instead talk to them about their coverage.
- Set-up is simple and quick – and now electronic – so there is no paperwork to track or keep.



How EZPay helps your customer

- EZPay can save as much as \$58 per year in service fees compared to a 10-pay plan. (10-pay plan service fees total \$70 per year. EZPay monthly services fees total just \$12.)
- Payments are never forgotten or lost in the mail.
- Choosing the date of the month payment is charged or withdrawn helps customers with their budgeting.



Recommend EZPay to every customer making installments – it's good for you both.

Coverage is subject to policy terms, conditions, limitations, exclusions, underwriting review and approval, and may not be available for all risks or in all states. Rates and discounts vary, are determined by many factors and are subject to change. Policies are written by one of the licensed insurers of American Modern Insurance Group, Inc., including American Modern Home Insurance Company d/b/a in CA American Modern Insurance Company (Lic. No 2222-8).