

Frequently Asked Questions

If my mortgage company pays my premium as part of my escrow, will I get a copy of the statement?

We will continue to send you a courtesy statement indicating the amount billed to your mortgage company.

How do I switch to a plan that is more convenient for me?

It's simple. Call us at **800.524.9325** and we will make the change by phone.

What happens if my payment is late?

If your payment is not received on time a late fee will be applied.* Also, a Notice of Intent to Cancel will be sent to you stating that if your payment is not received your policy will be canceled. Cancellation notices will comply with appropriate state insurance regulation.

Important Note – Previously we sent a reminder statement if you missed a payment. This practice will no longer occur.

* Fees vary by state, for the currently approved fees in your state visit www.afi.org/billing.

Who do I contact if I have questions?

When you need assistance, or wish to make changes to your payment plan, you may contact us by phone at **800.524.9325** or by email at billing@afi.org.

Special notes about your enclosed bill.

Policies not previously paid using AFI E-Z Pay (except auto insurance policies) have been converted to the Quarterly Pay plan. This plan was selected because it is the closest option to our former billing plan. Auto insurance policies were automatically converted to the Extended Pay plan. To change your plan to one more convenient for you or to set up AFI E-Z Pay, simply call us at **800.524.9325**.

Policies that were paid using AFI E-Z Pay were automatically converted to one of the following (and continue to use the AFI E-Z Pay payment method):

- Auto insurance policies were converted to the Monthly Pay plan.
- Policies on the Full Pay plan remained on the Full Pay payment plan.
- All other policies previously using AFI E-Z Pay were converted to the Quarterly Pay plan.

Call 800.524.9325

for the right answers
from a real person.

billing@afi.org • www.afi.org

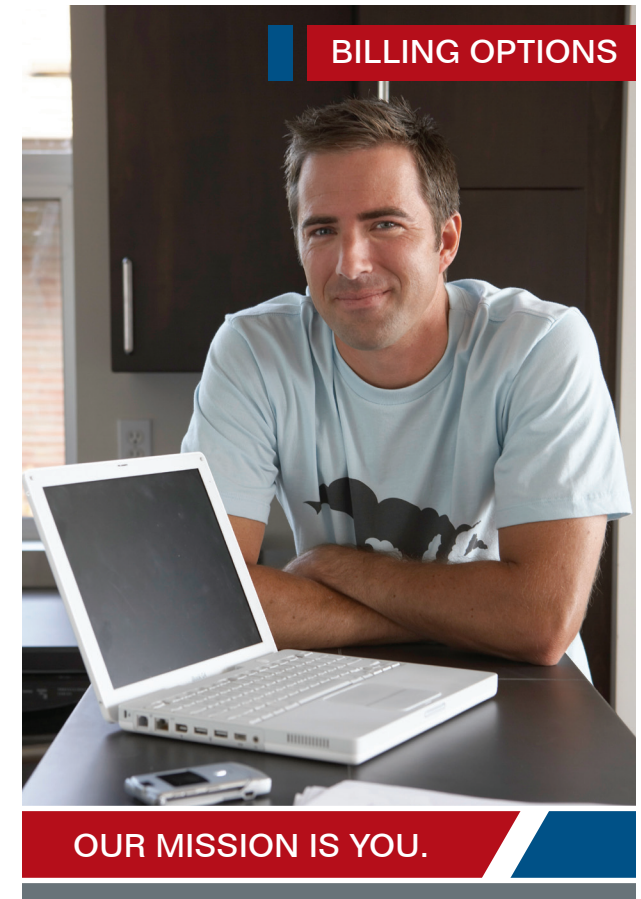


Armed Forces Insurance

OUR MISSION IS YOU.®

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BILLING OPTIONS



Armed Forces Insurance

OUR MISSION IS YOU.®

www.afi.org

Paying your AFI premiums just got easier.

AFI has introduced new billing options to make paying premiums more convenient to our members. With the new options, you are able to choose your method of payment, select your payment plan and combine your premiums on to one statement. Your insurance policy has automatically been converted to work with our new billing options. They are reflected in the enclosed statement.



You can now manage your account on line with AFIconnect. AFIconnect provides the ability to manage your account online.

Pay your bill

View policy information

Print insurance documents

Report a Claim

View and manage claims information

Register today for 24/7 access to your account at afi.org/AFIConnect.

You choose your payment method.

Whether it's by check, cash, AFI E-Z Pay (our automated bill payment option), or a one-time credit card or EFT payment, the choice is yours.[†]

Choose a plan that fits your needs.

Full Pay

Pay your total premium in one payment. No service fees.

Quarterly Pay

Pay your premium in installments every 3 months. Initial payment is 37% of premium, then 3 remaining payments of 21% of total premium. No service fees. *This plan is not available for auto insurance.*

Extended Pay

Pay your premium in extended installments. Initial payment is 20% of your premium, then 10 additional payments (for 12 month policies) or 4 additional payments (for 6 month policies). A \$4 service fee will be applied to each bill after the initial bill.* *AFI E-Z Pay is not available with this plan.*

Monthly Pay

Pay your premium in monthly installments. No service fees. *Only available with AFI E-Z Pay.*

If you choose to pay with AFI E-Z Pay, we will waive all additional direct bill service fees. Remember – you can always choose to pay the entire balance at once regardless of the payment plan you choose.

* Fees vary by state, for the currently approved fees in your state visit www.afi.org/billing.



Combine your policies on one statement.

All the policies that you pay for directly can now be combined on one simple statement, billed separately or in any combination you want. To make changes call us at **800.524.9325**.

[†] One-time credit card or EFT payment option are currently available by phone only.

Fees associated with the new billing system

The following fees apply to the new billing system:

- **Late Fee*** – A late fee of \$7 will be applied when a payment is not received by the due date. This fee will be applied on the next bill.
- **Return Check/Automatic Draft Fee*** – A returned check fee of \$15 will be applied for every returned check/electronic draft we receive back from the bank.
- **Service Fee*** – A service fee of \$4 will be applied for every direct bill we send, except the initial bill sent during the policy term. These fees are waived if you sign up for the AFI E-Z Pay payment method or Quarterly Pay plan.