

New Online Payment Option for Policyholders

September 29, 2017

In addition to submitting premium payments by mail, policyholders now can make one-time payments, via their bank account, on the Citizens website.

Accessing Online Payments

This new payment option is available on the right side of the [Payments](#) page on the *Public* site:

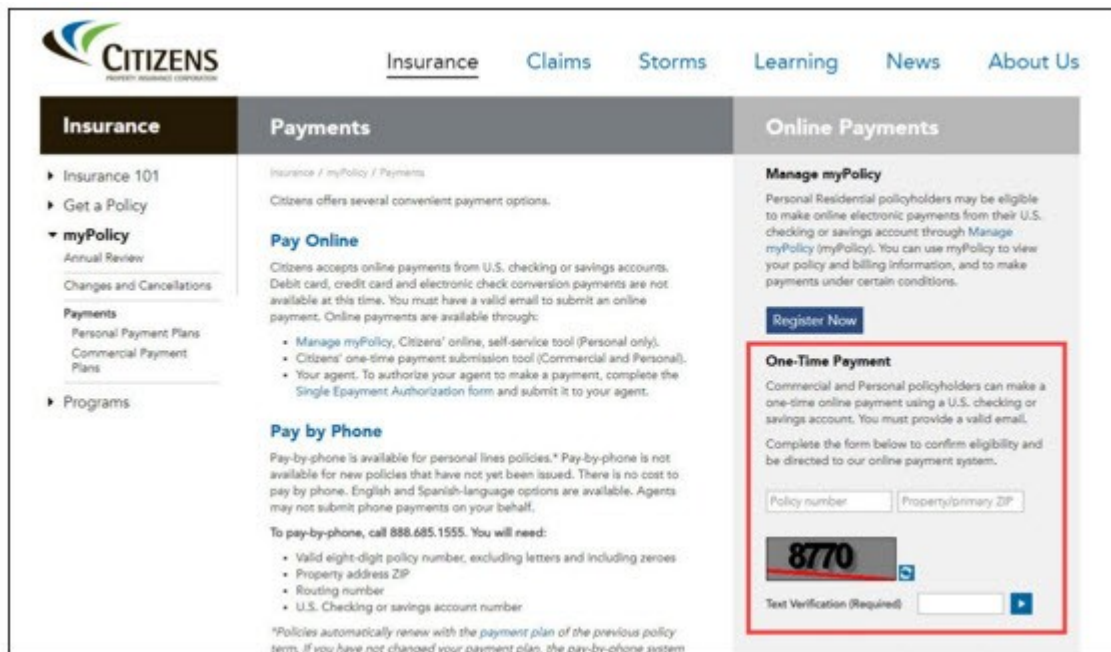


Figure 1: One-Time Payment option on Payments page

Policyholders and agents also can access the [Payments](#) page by selecting the new *Payments* link on the global bar of the *Public* and *Agents* sites:



Figure 2: Payments option in the global bar on the Public site

To make a one-time payment, the following information must be entered:

- Eight-digit policy number
 - ZIP code of the primary location address
 - A valid email address
 - Bank account information (i.e., type of account, account holder name, routing number and bank account number)
 - Initials under the *Acknowledgement* statement to confirm understanding about cancellation and reinstatement procedures
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Notes

- Payments can be made only for the amount on an invoice.
- Payment must come from a checking or savings account in a U.S. bank and will be debited within three business days
- Credit card, debit card and electronic check conversion payments are not accepted.
- The payment will post to PolicyCenter[®] within 30 minutes in most cases. Due to system issues, there will be rare cases when it will post by the next calendar day.
- A confirmation email will be sent within 15 minutes after the payment is submitted.
- Agents must continue to make payment plan changes in PolicyCenter.
- Policyholders making payments on multiple policies must do so in separate online transactions; they should not use the back button.
- Payments submitted by agents or agency staff on behalf of a policyholder must continue to be entered in PolicyCenter or by mail.
- The system will not allow payments and will display an appropriate message when a payment is attempted for any of the following:
 - Policy is mortgagee billed.
 - Policy is inactive or cancelled.

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