MERCHANTS INSURANCE GROUP

Dear Merchants Insurance Group Customer,

We are pleased to announce a new, convenient policy payment option. You can now automatically pay your Merchants Insurance Group bill directly from your checking, savings or credit union account. This payment option is referred to as **Electronic Funds Transfer (EFT)***.

EFT allows you to:

- Save time -- It's automatic.
- Avoid lost or delayed checks in the mail.
- Ensure a safe and secure payment each time.

It is easy to sign up:

1. Write your policy number on the enrollment form below, then sign your name.
2. If you are using your checking account, please enclose a check from your account and write "VOID" on the check.
3. Mail the form and voided check along with a check to pay your current bill.
4. Use your billing return envelope or mail to:

Merchants Insurance Group
P.O. Box 4031
Buffalo, NY 14202-4031

Please allow at least 10 business days for us to process your EFT request. Once you are enrolled, your Merchants Insurance Group bill will indicate that you are on Merchants Insurance Group EFT program. For answers to frequently asked questions, please see the reverse side of this letter.

*Each Electronic Funds Transfer (EFT) includes an applicable service charge. Please see reverse side.

(Please tear here.)

Sign me up for the Merchants Insurance Group EFT program.

Merchants Insurance Group Policy Number

___ ___ ___ ___ ___ ___ ___ ___ ___ ___

(Your policy number is printed at the top of your Merchants Insurance Group bill.)

I authorize Merchants Insurance Group and my financial institution to automatically deduct from my checking, savings or credit union account as shown on this form all future payments for my Merchants Insurance Group policy bill. I understand the payment amount may vary based upon any changes to my Merchants Insurance Group policy. I understand that both Merchants Insurance Group and my financial institution reserve the right to terminate this authorization and my participation therein. If I choose to terminate this authorization, I will notify Merchants Insurance Group in writing.

Print your name as it appears on your account:

_____

_____

Signature Date

Signature is mandatory and must match name on account.

Include this form with your payment.

(Please print the following information.)

Name: _____

Address: _____

City: _____

State: _____ ZIP: _____

Phone #: _____

Bank/Credit Union Name: _____

Check one: _____ Personal Account _____ Business Account

Account # : _____

ABA # : _____

MERCHANTS INSURANCE GROUP

EFT

Frequently Asked Questions

♦How do I enroll in EFT?

Just complete this form, sign it and return it to Merchants Insurance Group **with a voided check** (deposit slips and photocopies cannot be processed). Automatic payments won't start until your next billing cycle. Your next bill will include a statement informing you that we have set up your EFT account. **Remember, be sure to pay your current Merchants Insurance Group bill and include the EFT enrollment form when sending payment.**

♦Will I still receive a Merchants Insurance Group bill in the mail?

Yes. It will indicate the amount of your payment and the date on which it will be deducted from your bank account.

♦Is there a charge for this service?

Yes, a service change will apply as follows:

Personal Lines Policies (ex.: Homeowner's, Personal Auto Policies, etc.) a $5.00 charge per installment will be added.

Commercial Lines Policies (ex.: Businessowners, Commercial Auto, Worker's Compensation, etc.) a $7.00 charge per installment will be added.

Exception: In the state of Pennsylvania, for Worker's Compensation policies only, a service charge cannot be added.

♦What if I don't agree with the amount charged?

If you wish to dispute your bill, you must contact a Merchants Insurance Group Customer Service Representative at 1-800-462-8182 within one week of receiving your bill.

♦May I use my savings account to pay my bill?

Yes. You may use your checking, savings or credit union account to qualify for EFT.

♦Where is my Merchants Insurance Group policy number located?

Your policy number is printed at the top of your bill and is ten characters long.

♦What if I change banks or accounts?

Notify Merchants Insurance Group in writing at least 10 days before your Merchants Insurance Group bill due date and tell us your new bank account information.

♦What if a payment is not honored by my bank?

Payment may be returned by a financial institution for insufficient funds, closed accounts or other reasons. If your payment is returned for any reason, Merchants Insurance Group reserves the right to charge you a $25.00 processing fee except in the State of New Jersey, where the processing fee amount is $8.00. Merchants Insurance Group also reserves the right to discontinue your participation in the EFT program if your payment is rejected more than once in a twelve-month period. Your financial institution may also charge fees for rejected payments.

♦Is EFT safe and secure?

Yes. Both Merchants Insurance Group and your financial institution are required to keep your banking information confidential.

♦How do I stop participating in the program?

Call Merchants Insurance Group at the number printed on your bill and notify us that you would like to stop EFT. Your request will become effective 10 business days after we receive your notification.

↑Keep this page for your records.↑