

Four Important Reasons For Paying Your Premium On Time **AND** Our New Policy Regarding Non-Payment of Premium & Cancellations

REASONS TO PAY ON TIME:

- First and foremost- **SO YOU HAVE INSURANCE COVERAGE!**
- Companies keep close track of the number of cancel notices a client generates: If there are too many, and an exception is requested to reinstate a lapsed policy, the company has the legal right to deny the request for reinstatement.
- If a premium is not paid on time, and a claim occurs, there can be many questions about whether or not coverage actually existed at the time of the loss. If your premium is always received IN THE COMPANY'S OFFICE BY THE DUE DATE, this should not be an issue.
- Depending on late pay history, prior claims history and other factors, a lapse in coverage (especially one longer than 30 days) can make obtaining NEW insurance much more difficult and in MOST cases, MORE EXPENSIVE.

Previously, we would attempt to phone a client who did not pay their premium on time to remind them to do so.

HOWEVER, as of 01/01/07, WE WILL NO LONGER MAKE THESE REMINDER PHONE CALLS.



It is the insured's complete responsibility to pay his/her premiums in a timely fashion. Matthias Insurance WILL NOT be held responsible for difficulties, problems or denied claims stemming from lapses in coverage resulting from non-payment, late payment, or partial/inadequate payment of premium.

Our Suggestions To Assure You Never Miss A Payment When It is Due:

- We all know the postal service is not perfect. Therefore, there CAN be those cases when a bill was mailed but you did not receive it. So please consider the following options:
- Set your premium payments up on EFT (Electronic Funds Transfer) directly from your checking account if the company offers it.
- Go to the company website and view and print out a billing schedule as a point of reference so you know WHEN to expect your next bill. If your insurance company does not offer this service, or you don't have internet access, please call our office and in nearly every case we can provide a schedule for you.

- To access these sites, go to www.matthiasinsure.com, enter the site, and click on this link: "[Access your policy through your company's website, or obtain a quote...](#)"
- Know ahead of time when to expect your billings. Check your company's website, or call our office.
- Every one of our companies has different rules about how, when, and IF they will reinstate a lapsed policy. **If your policy lapses, we WILL send you a letter indicating your policy is LAPSED. Be aware, there will be a time lag between the lapse & when you receive our notification letter.**
- We urge you to then take immediate action to obtain insurance once again, by calling our office. In some cases, we can reinstate the policy WITH the company that canceled your policy for non-payment. In many cases, we'll have to look at other carriers, with potentially higher rates.
- We will re-write a lapsed policy for an existing client with the same or another company ONCE. If the policy lapses a second time, we will kindly ask you to contact another agency for coverage.



Claims Reporting Guide- New Office Procedure

Matthias Insurance Agency has initiated a new office policy for handling property, auto, and ATV/RV/cycle/snowmobile claims:

- Call us immediately to put us on notice regarding any loss or possible loss. CALL 610-285-2330
- We will take summary information about the loss, and provide any pertinent advice we feel may help you prior to contacting the company. This call in most cases should be a brief one.
- We'll then provide you the toll free number of the insurance company's claims unit, and have you call them directly.

Most companies prefer or require the insured to call in their claims directly.

What does this accomplish? Quicker, and more accurate handling of the claim.

- Less chance of playing phone tag.
- Statistics show that claims reported promptly are handled quicker, with less complication and with higher customer satisfaction.

You are not required to call our office first. but we highly advise that you do.

If you opt to call your company directly here is a list of the most commonly used toll free claims numbers:

Toll Free Company Claims Numbers

American Modern	800-375-2075
Assurant Health	See your policy/Call us
Countryway	800-828-6862
Drive/Progressive	800-925-2886
Foremost	800-527-3907
Hagerty	Call us
Infinity/Leader	800-334-1661
Rain and Hail	Call us
Safeco	800-332-3226

Our email: info@matthiasinsure.com