

# A Simple Option for Direct Bill Payment

So you can cross one item off your to-do list – for good!

**CNA offers a convenient automatic payment option to have premium payments withdrawn directly from your bank.**

No more writing checks, making sure they're mailed on time, or worrying about missed payments when you're away from the office.

**It's simple: schedule automatic payments based on your installment plan.**

Enjoy the convenience. Automatic payments will be withdrawn from your bank account based on the payment due date shown on your invoice.

**Start now to benefit from this time-saving offer**

- Free yourself from the worries of a late or missed payment and late fee
- Save on applicable fees per installment
- Just complete and send us the authorization form by mail or fax

## Frequently Asked Questions

**Q. How will I know when the automatic payments have begun?**

**A.** Automatic premium payments will begin after a letter confirming enrollment is sent to you and automatic payment is indicated on your statement. You should continue to call us to make telephone payments, or pay by check, until your enrollment is complete.

**Q. Will I receive notice of withdrawal before it is made from my bank account?**

**A.** Yes. For your review and records, we will continue to send a statement showing the amount of your automatic withdrawal prior to the withdrawal date.

**Q. Is there a fee for the automatic payment service?**

**A.** No, CNA does not charge fees for the convenience of automatic bill payment, and any applicable fees per installment may be reduced. You should check with your bank to determine if bank fees apply.

**Q. When will the money be withdrawn from my bank?**

**A.** Scheduled payment will be withdrawn from your bank account on the due date shown on your statement. Please note that invoiced amounts may include audit, endorsement and deposit premium.

**Q. How do I change a payment amount?**

**A.** Your scheduled payment will automatically reflect the amount due on your statement. You may call the CNA Customer Support Center up to four business days before the due date shown on your statement to report a discrepancy or make a change.

**Q. Do I need to reapply for scheduled payments when my account renews?**

**A.** Automatic payments will continue as long as your CNA account is active. If you have cancelled your coverage with CNA, or should you choose to cease making automatic payments, please instruct CNA to cancel your enrollment at any time by checking the cancellation box on an enrollment form, or by calling the CNA Customer Support Center toll free at 877-276-7507.

**Q. How does CNA protect my personal information?**

**A.** At CNA, we take very seriously our responsibility for properly handling and protecting non-public information, and confidential business information such as bank account numbers and phone numbers. We use procedural, manual and electronic security controls to maintain the confidentiality, security and integrity of personal information in our possession and to guard against unauthorized access and disclosure.



CNA offers a convenient way to make premium payments directly from your bank account. Enroll now to make scheduled automatic payments based on your installment plan.

Complete this form to make scheduled automatic payments from your bank account on the due date shown on your statement. Please note that **payment amounts may include audit, endorsement and deposit premium**. You will receive written confirmation of enrollment and any changes you request.

New enrollment       Change enrollment, effective \_\_\_\_\_       Cancel enrollment, effective \_\_\_\_\_

### A. Your CNA Account Information

\_\_\_\_\_  
Company Name (as it appears on your CNA Invoice)

\_\_\_\_\_  
CNA Account Number (10 digits)

\_\_\_\_\_  
Contact Name

\_\_\_\_\_  
Contact Phone Number

### B. Your Bank Information

\_\_\_\_\_  
Bank Name (U.S. only)

Checking       Savings

\_\_\_\_\_  
Account Type

\_\_\_\_\_  
Bank Routing Number (9 digits)

\_\_\_\_\_  
Bank Account Number

### C. Authorized Signatures

Continental Casualty Company, its affiliates and subsidiary insurers (hereafter "CNA") are hereby authorized to withdraw (debit) monies from my (our) account indicated above at the financial institution named above for premium payments due to CNA. I agree that this Authorization in no way affects the terms of the policy, other than the mode of payment, and that the terms and conditions of the Direct Bill Program outlined on the back of my statement will continue to apply. I understand that if the funds are not available in my (our) account on the designated withdrawal date and premium is not paid when due, then the policy or policies may be terminated in accordance with policy provisions. I further understand that CNA is not responsible for any fees my financial institution may charge as a result of insufficient funds for a payment.

\_\_\_\_\_  
Bank Account Authorized Signer (please print)

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Bank Account Authorized Signer (please print)

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This authority remains in full force and effect as long as your CNA account is active or until CNA has received written notification of its termination in such time and such manner as to give CNA and the financial institutions a reasonable opportunity to act. You may call the CNA Customer Support Center up to four business days before the due date shown on your statement to report a discrepancy or make a change.

### D. Submitting Your Enrollment

Please submit the enrollment form, **along with a copy of a voided check**, to the CNA mailing address or fax number indicated below. For security reasons, we cannot accept enrollment via e-mail. Please continue to pay by check or telephone (by calling the CNA Customer Support Center) until you receive your first statement showing the amount of your upcoming automatic withdrawal. You will receive a statement for each automatic withdrawal before a withdrawal is made.

Mail: CNA      Fax: 312-894-3617  
Automatic Premium Payment Plan  
P.O. Box 16020  
Reading, PA 19612-6020  
(To avoid delays, do not mail enrollment application with payment.)  
**Please include voided check.**

**If you have questions regarding CNA's scheduled automatic payment plan, contact the CNA Customer Support Center at 877-276-7507.**