



Please read the following details closely regarding recent changes!

ONLINE/AUTOMATIC PAYMENTS AND PAPERLESS BILLING

Eastern's new Service Portal is now available! The Service Portal includes many features, including a new payment platform with expanded options including payment by credit card. The website's Payment Center will serve as an archive of your payment documents/transactions prior to 2024.

If your www.EasternAlliance.com user account has payment permissions, log in to the website and check out our new Online Billing and Payment Services Guide, which you can access from the Welcome page. The Guide shows how to use the Service Portal to make payments, view your policy's financial information, and enroll in options like AutoPay and Paperless Billing. When you're ready, click on the "Go to Service Portal" button on the Welcome page.

The first time you make a payment through the Service Portal, you will be prompted to set-up a payment method. You can store a variety of methods, including banking, debit/credit card, and Google/Apple Pay. At that time, you can enroll in options like pay by text, Paperless Billing, and AutoPay.

On the parallel pay® program? There is no change to the parallel pay portal or its premium payment process.

Was your policy enrolled in AutoPay or Paperless Billing in 2023?

As part of the transition process, policies were unenrolled from these programs at the end of 2023. When you make a payment through the Service Portal, you will see options to enroll in AutoPay, Paperless Billing and Pay by Text. When available, you can also enroll through shortcuts to these options found in the "My Policies/Billing" tab.

PAYMENTS SENT THROUGH POSTAL MAIL TO OUR LOCKBOXES

Our lockbox addresses are changing. Each time you mail a payment, please refer to the address listed on the associated invoice to ensure you are using the correct address.

PREMIUM PAYMENTS: For invoices issued in 2024-forward, please send to this lockbox: Eastern Alliance Insurance Group, PO Box 74490, Cleveland, OH 44194-0002.

DEDUCTIBLE POLICY CLAIM REIMBURSEMENTS: For these payments due on or after March 24, 2024, please send to this lockbox: Eastern Alliance Insurance Group, PO Box 83182, Chicago, IL 60691-0182.

All overnight payments, correspondence and/or administrative forms related to premiums or deductible policy claim reimbursements must be mailed to: Eastern Alliance Insurance Group, 25 Race Avenue, Lancaster, PA 17603.

When you log in to www.EasternAlliance.com, our new Welcome Page provides details, updates and Service Portal Help Guides. If you have any questions, please reach out to Eastern at 1-855-533-3444:

- For policy-related billing and payment questions, please choose option #4.
- For website and Service Portal assistance, please choose option #5
- For questions related to your premium audit, please choose option #6.
- For parallel pay support, please choose option #7