

## Billing Changes & New Customer Website for SureBridge New Business

**Effective May 6, 2022**, for the states of Alabama, Arizona, Connecticut, Florida, Indiana, Michigan, New Hampshire, Oklahoma, South Carolina, Utah and Virginia.

### Billing Changes

#### What is changing?

- Policy coverage periods are now from the 1<sup>st</sup> of the month through the last day of the month.
- Billing will now be based on a first of the month premium due date.
- A policy's first billing cycle will happen on the issue date or effective date, whichever is later.
- On-going billing cycle dates are based on the policy effective date and are from the 2<sup>nd</sup> – 10<sup>th</sup> of the month (i.e., occurring after the new premium due date of the 1st).

#### What does this mean?

- Customers who do **not** have a 1<sup>st</sup> of the month effective date will have a one-time pro-rated\* premium debited from their bank account or credit card for their first premium payment to pay them to the end of the current month.
- Customers with a 1<sup>st</sup> of the month effective date will have a full month's premium debited from their bank account or credit card for the full coverage period and will not have a pro-rated billing.
- The billing cycle date will take place the 2nd – 10th of the month based on the effective date. See chart below for the schedule.

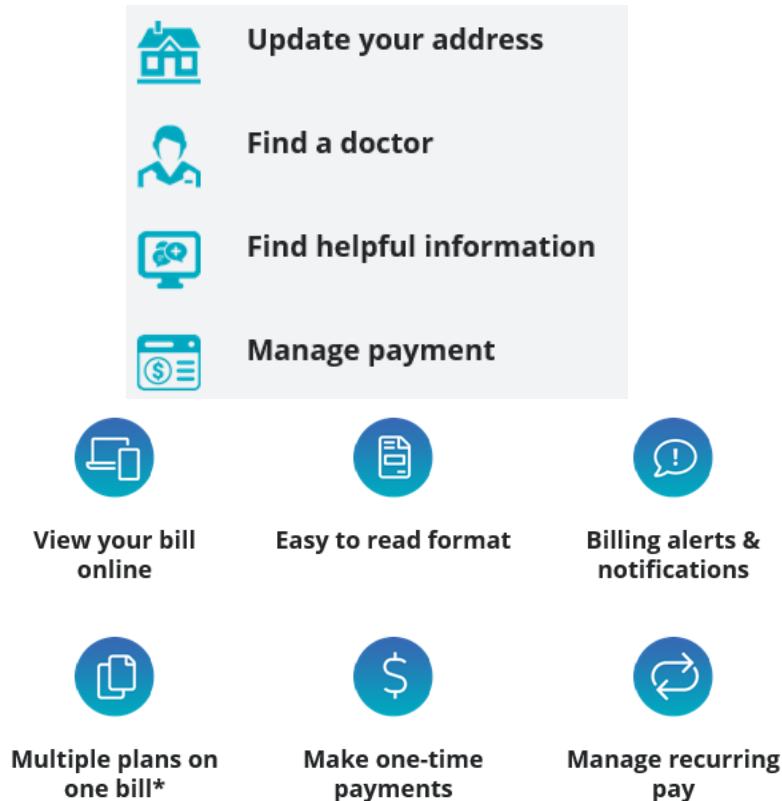
Effective Date	Billing/Charge Date (on or after this date)
1st - 2nd	2 <sup>nd</sup>
3rd - 10th	3 <sup>rd</sup> - 10 <sup>th</sup>
11th - 13th	4 <sup>th</sup>
14th - 15th	5 <sup>th</sup>
16th - 18th	6 <sup>th</sup>
19th - 21st	7 <sup>th</sup>
22nd - 24th	8 <sup>th</sup>
25th - 27th	9 <sup>th</sup>
28th - 31st	10 <sup>th</sup>

\*Note: The Point-of-Sale Tool will not calculate the pro-rated premium amount. There is a link to Billing/Payment FAQ's regarding the first payment and the pro-rated amount.

- Note: Customers may see "Key Bank" on their bank statement if their premium is charged to their bank account along with our company name which could be reflected as CHESAPEAKE/SUREBRIDGE, or CHESAPEAKE LIFE INSURANCE.

## New Customer website

- **Customers** will use the new Customer website at [mysurebridgeinsurance.com](https://mysurebridgeinsurance.com) where they can manage their plan, make payments, and other convenient features shown below.
- **Agents** cannot access this new website. However, they can continue to make requests to change an address or cancel coverage on behalf of the customer using the legacy portal [MyPortal.SureBridgeInsurance.com](https://MyPortal.SureBridgeInsurance.com) and it will be processed.



\*certain billing criteria must match for a plan's bill to be combined with another.