

# Updating Your Credit Card Payment

Instructions for updating your credit card payment method through the SureBridge Customer Portal.

1. Go to <https://myPortal.surebridgeinsurance.com>
2. Enter your Policy ID and the primary policy holder's date of birth and click Submit

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Underwritten by  
The Chesapeake Life Insurance Company<sup>®</sup>

**Customer Login**

Policy ID:

Primary DOB:

I certify I am a customer, and not an agent attempting to service a customer's policy

**SUBMIT**

**Agent**

Policy ID:

Agent ID:

I certify that I am making changes on my customer's behalf with my customer's approval

**SUBMIT**

**About the Policy ID...**

When entering a policy ID number from an ID card or correspondence, only enter the last nine digits. For example, if the ID card reference number is 08123456789, only enter 123456789. If entering a Policy ID number from the benefits documents booklet, please enter the nine-digit Policy ID number located on the Schedule of Benefits.

[Privacy Policy](#)

3. Click Continue to agree to the Change Verification Acknowledgement

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**Acknowledgement**

I understand that this site sends a change verification email to  upon submitting any request for a change to my coverage.

This is done to reduce fraud and make me aware of any change to my coverage submitted through this self-service portal.

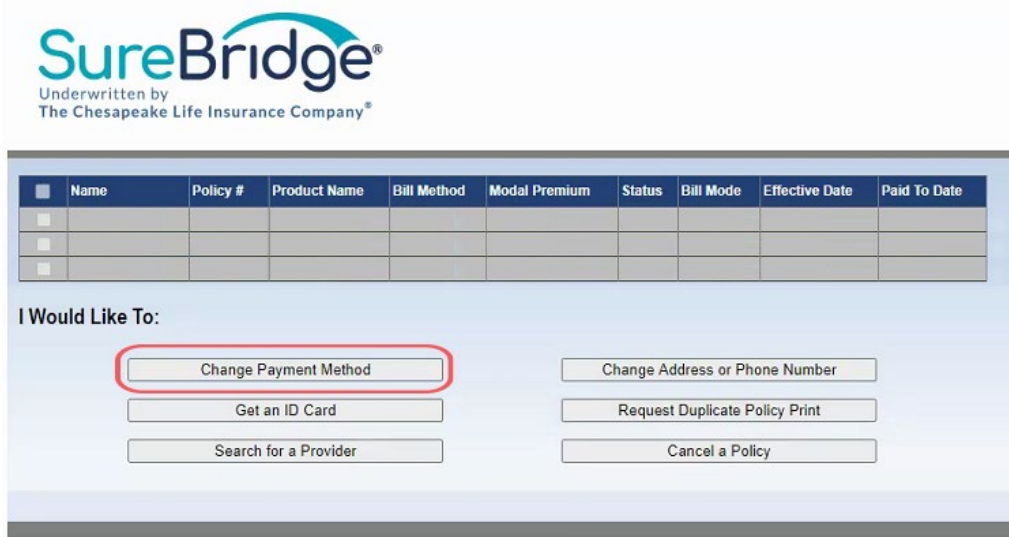
I agree with the statements above and want to use this site. **CONTINUE**

I would rather call in my changes at 800-815-8535 and not use this site.

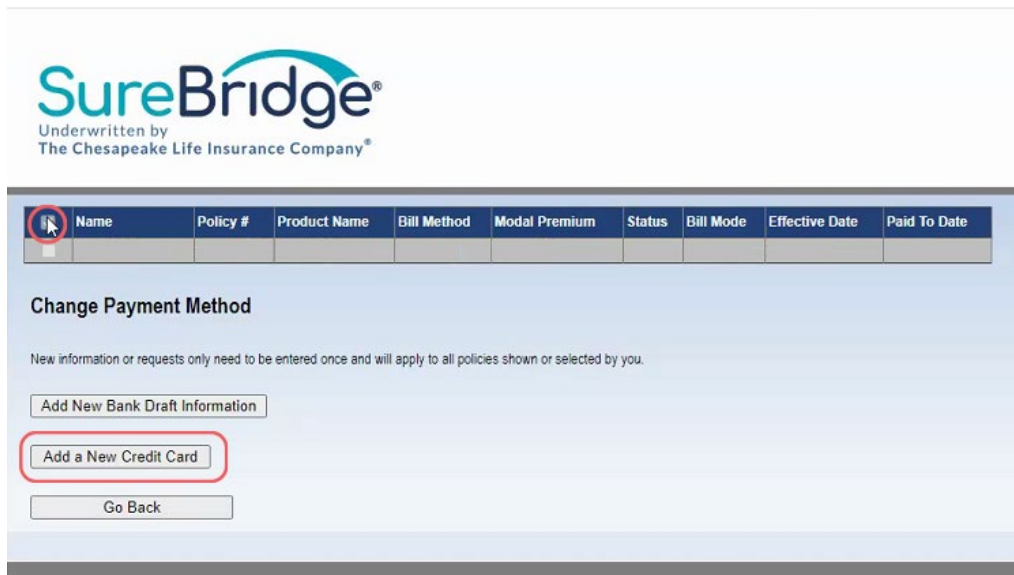
Is your email address incorrect? Call 800-815-8535 for assistance.

[Privacy Policy](#)

4. Select Change Payment Method.




5. Click the check box that appears on the left in the top line of the table to select all policies and then click Add a New Credit Card.



*Please note: different payment methods cannot be used for multiple policies.*

- Provide the requested information in the Credit Card Authorization screen and click Save.



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<input type="checkbox"/>	Name	Policy #	Product Name	Bill Method	Modal Premium	Status	Bill Mode	Effective Date	Paid To Date
<input checked="" type="checkbox"/>									

If you are entering a new or prior credit card number, and your payment is due or past due, your card will be charged within 24 hours. If you are paid current your card will be charged on your next pay date.

### Credit Card Authorization

I authorize The Chesapeake Life Insurance Company ("Chesapeake") to charge the credit card or debit card account listed below ("Card") for payment of insurance policy premiums or for any other charges payable to Chesapeake. I understand that the amount of the charge may vary if my premium amount changes as outlined in my policy or if I make changes to my policy. I understand that I have the right to receive notice of each charge to the Card that varies from the previous charge, but I elect to receive a notice only when the new charge exceeds the previous charge by more than \$200.00. Chesapeake's placement of such notice in the U.S. mail will constitute notification.

I further understand and agree that if any Card payment is not honored by the financial institution for any reason, Chesapeake will not be responsible for any fees that may be imposed by the financial institution nor for any forfeiture of my insurance coverage that may result from my premium not being honored by the financial institution.

I understand that this authorization is to remain in effect until either Chesapeake or I terminate it. Chesapeake reserves the right to terminate electronic payment services at any time. I understand that if this authorization is terminated, I can pay the premiums directly to Chesapeake. I agree to notify Chesapeake of any changes in my Card information.

I acknowledge that in order for me to terminate or to make any changes to this authorization, written notice must be received by Chesapeake at least 10 business days prior to the date of the next scheduled Card charge. Please note that there may be a delay of up to a full billing cycle before the change or termination is effective.

Please notify Chesapeake at P.O. Box 962010, North Richland Hills, TX 76182 or call 1-800-815-9535 to make any changes to this authorization or to terminate this authorization.

If selected for initial premium, I understand the Card will be charged when my policy is issued. If selected for recurring premiums, I understand the Card will be charged on scheduled premium due dates (after the initial premium)

NOTE: Pre-paid debit, HSA, and FSA cards are not an acceptable form of payment.

**ADD NEW PAYMENT METHOD**

Name On Card

Card Number

Exp Date (MM/YY)

Billing Address

Billing City

Billing State/Province/Region

Billing Zip/Postal Code

7. Enter the card holder's name where requested at the bottom of the screen, click the box to accept "I agree to the above" and click the Confirm My Changes button to complete this process.

The screenshot shows a web form with the following elements:

- Two text input fields: "Card Holder First Name" and "Card Holder Last Name".
- A checkbox labeled "I agree to the above" which is checked.
- Two buttons: "Go Back" and "Confirm My Changes".
- A section titled "Important Notices & Disclaimers" containing a paragraph of fine print.

**Important Notices & Disclaimers**

SureBridge® is a registered trademark used for both insurance and non-insurance products offered by subsidiaries of HealthMarkets, Inc. Insurance products are underwritten by The Chesapeake Life Insurance Company ®. All premium rates, illustrations, calculations and additional information quoted are subject to the underwriting and eligibility requirements of the application and the terms and conditions of the insurance policy applied for. Product availability varies by state. For complete details of coverage, including but not limited to exclusions, limitations and restrictions, you must consult the actual policy. Rates quoted are valid only for the date shown and are subject to change at the sole discretion of The Chesapeake Life Insurance Company. There is no coverage until you are informed in writing that your application has been processed and approved.

Please contact SureBridge Customer Service at 800-815-8535 with any questions. Customer Service Representatives are available weekdays from 8:00 am until 5:00 pm.