

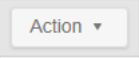
Zurich Auto Rental eZPay Quick Guide


Zurich makes it easy for auto rental customers to make premium payments online, by automated phone, or by mail with Zurich eZPay. Enrolling is simple and allows you to make a onetime payment or set-up automatic, recurring payments through Zurich's customer portal. Use this guide for helpful hints to make using Zurich eZPay simple and convenient!

Make a onetime payment or set up recurring payments online


To make a onetime payment or to set up automatic, recurring payments through the Direct Payment Website, start by navigating to: zutverified.inetbiller.com.

If you select recurring payments (auto payment) please note the following:

- When enrolling for Auto Payments in eZPay, click on the little grey box that says 'Action'  This 'Action' box sets your Auto Pay Rule. Click on 'Add Auto Pay Rule' to finish the set up.
- Allow 72 hours for processing time before you will see the payment deducted from your bank account or credit card.
- If a customer enrolls in the recurring payment option payments will only be pulled on the 15th of the month.
- The first payment will be processed as a one-time payment; the following payments will be processed automatically.
- With recurring payment polices - if the report is not processed by the 14th, recurring payment will not be processed.
 - Insured will need to make a onetime payment via the website or phone number.

When logging in if you see a lock  by your account number contact eZPay Help Desk to unlock.

Recurring payments (auto payment):

- Allow 72 hours for processing time before you will see the payment deducted from your bank account or credit card.
- If a customer enrolls in the recurring payment option payments will only be pulled on the 15th on the month.
- If you set yourself up on recurring payments you will set an 'End payments on' date in the Auto Pay Rules. Set this date far enough in the future or you will need to reset it when your end date is reached. You can set this 'End payments on' date years in the future if you don't want to have to do this. Ex: 
- Recurring payments will be taken for any premium items for any policy types that are billed/booked under that customer number (over/underpayments will also be included). Additional Deposit will not be pulled, see below section.
- For reporter policies - if the report is not received by the 15th, payment will not be processed.
 - Insured will need to make a onetime payment via the website or phone number.
 - If insured chooses not to make a onetime payment, the account will be included on the late list and/or Notice of Cancellation.
 - Please note that double payment could happen the following month for the past due report and then the current report.

Premium Payment Email Reminders

With Zurich's Rental Portal you'll also receive email reminders of payment due dates. A reminder is sent to all Rental Portal Auto Rental customers on the 1st of the month; another reminder is sent on the 7th of the month to customers who have not processed their report in the Rental Portal.

Need IT help?

- If you experience a problem with the **eZPay system**, contact the eZPay Help Desk (877) 225-5276.
- If you experience a problem with the **Rental Portal**, contact the Portal Help Desk, (800) 462-5541.

Three eZ Ways to Pay

Using Zurich eZPay means you can choose the premium payment method that works for you. Select from three simple ways to pay – use Zurich’s eZPay direct payment website, Zurich’s eZPay automated direct payment phone number or, pay by check.

Pay by Zurich eZPay - Direct Payment Website:

<http://zutverified.inetbiller.com>

Pay by Zurich eZPay – Automated Direct Payment Phone Number:

(866) 689-6484

Pay By Check, Mail to*:

Zurich Programs Business - Rental

4422 Paysphere Circle

Chicago, IL 60674-4422

***Include a copy of your monthly report or remittance slip if by mail.**

Helpful hints:

- After completing your report in the Rental Portal use the link in the Rental Portal to go directly to the eZPay Website.
- It’s also important to remember to pay the amount shown on your remittance slip not what shows in eZPay.
- Whichever method you choose, you’ll need your account number, starting with a capital M.
- Copy and paste the link zutverified.inetbiller.com in the browser if by website.
- If mailing the report and/or payment then best to mail by the 5th of the month. If emailing then best email report by the 10th of the month. Payment is always due before the 15th of the month.

Monthly Reports & Fleet Lists:

Fleet list should be submitted within the Rental Portal when you complete the Rental Monthly Report

Counter Product & Contingent Accounts: Monthly Report and/or Fleet List can be emailed to:

usz_omaha_coding_MR@zurichna.com

Zurich Accounting Team Contact Information:

Phone: (800) 492-0416

Fax: (877) 792-5568

Email: USZ_Empire_Cash@zurichna.com

Address: Zurich Programs Business – Rental; 4422 Paysphere Circle - Chicago, IL 60674-4422

New Business Deposit ONLY: (Choice one of these two new business deposit payment options)

1. Customers will need to process a onetime payment using the website <http://zutunverified-jpi.inetbiller.com> (Note this is a different website than the customer website for premium payments). *Customer will need to use the submission # as the account number in order to process via the website.
2. Customers can make a new business deposit payment via check to bank lockbox address above.

Visit our Website today at <https://www.zurichna.com/autorental>. The one stop website for your Rental needed: Rental Fleet Portal, eZPay, Mosaic Counter Products Training, Marketing Material, Newsletters, Claims, etc.