

C&F'S NEW DIRECT BILL PAYMENT PORTAL



We're excited to announce the launch of a new direct bill online payment portal. The new portal is anticipated to go live July 12, 2023. Our goal for this portal is to provide a convenient, superior digital experience for our insureds to make paying invoices as easy and efficient as possible.

Convenience

- One login for multiple accounts or policies.
- Multiple users for each account or policy, including agents if authorized by insured.
- Automatic updates of credit card expiration dates.

Flexibility

- Auto pay will now be deducted 2 days before the due date.
- In addition to Visa and MasterCard, we now accept Discover Card.

Security

- With the rise of identity theft, fraud and scams, extra features have been added to ensure your information is safe and secure.
- Our online bill pay is operated via a secure third-party platform through One Inc.

IMPORTANT

All customers, new and existing, will need to register and auto pay will need to be set up on this new platform.

Please see page 2 for additional details on our new payment portal.

C&F PAYMENT PORTAL

FREQUENTLY ASKED QUESTIONS

What Stays The Same

- Your account and policy number
- Our url landing page www.cfins.com/pay-bill
- Where you mail your payments: PO BOX 28146, New York, NY 10087-8146
- Payments will continue to be payable to US Fire Insurance Company

What's Changing

- **IMPORTANT:** Beginning July 12, every customer will need to sign up their account. You will need your account # and mailing zip code. Or Policy # and effective date and mailing zip code.
- Your user ID will now be your email instead of your account #.
- If you are on auto pay you will need to set it up in the new platform.
- Our interface will be a seamless design.
- Multi-user access.
- The ability to link multiple accounts to one login. View all accounts on a single dashboard.

Customer Service

We look forward to continuing to serve your business needs. For additional details regarding the move to our new payment platform visit our website or reach out to our customer service team.

E billingservices@cfins.com

T (844) 217-7388 | 8:00 am and 5:00 pm EST