

# BILLING AND PAYMENT QUICK REFERENCE GUIDE

Please note: This information applies ONLY to **Pennsylvania personal lines** and **Grinnell Compass auto products**. Do not use this for **Grinnell Select** or other **Grinnell Mutual** products.

## DOWN PAYMENTS | NEW AND RENEWAL

- Grinnell Mutual requires a one-month down payment at the time of binding.
- Full payment is required on any new business if the six-month premium is less than \$60, or the 12-month premium is less than \$120.
- If a home policy is billed to a mortgagee, Grinnell Mutual requires payment in full. We will invoice the mortgagee after the policy is issued. Renewal invoices will be sent to mortgagee on the date of policy renewal.

## BILLING

- Billing is done on the account-level; delinquency is at the policy level.
- Invoices will be mailed 20 days prior to invoice due date.
- There is a \$5 installment-billing service charge for each invoice after the renewal invoice.
- For billing changes, contact the Customer Service department at 800-362-2041.

## PAYMENTS

- Any amount can be paid between the minimum due amount up to the full account balance.
- For partial payments, a letter will be mailed to the insured if we do not receive the minimum premium due on the invoice/cancellation notice. A copy of the letter will show in the agent portal.
- To set up recurring payments, access the customer account through your agent portal. Choose the "BILLING & PAYMENT" widget and then the Automatic Payments tab. Then choose the green "Set Up Automatic Payments" button and follow the set-up process.
- There is a \$20 fee on any returned payment.
- There is a \$10 late fee applied to any account that is seven days past due.
- If insured also has a commercial or personal policy with Grinnell Mutual, that payment should **not** be sent with the Grinnell Compass personal auto policy payment. **NOTE: In Pennsylvania, payments may be combined.**

## CANCELLATIONS

- **In Pennsylvania**, there will be two separate notices of cancellation, mailed on the same day, for each policy.
- **For all other states**, only one notice of cancellation will be mailed for each policy.

If you have questions, call Customer Service at 800-362-2041 or email [billing@grinnellmutual.com](mailto:billing@grinnellmutual.com).

AUTO | HOME | FARM | BUSINESS



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