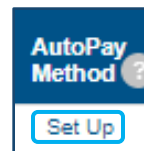




IPFS clients can initiate AutoPay ACH enrollment on active accounts via our website from either **Account Status** or **Account Details**.

Account Status

Use the search field to find the account. Once found, use the **Set Up** link under the AutoPay Method column.



Account Details

- Use the search field to find the account. Click on the account number in the Acct # column to open Account Details. Once the account is open, click the **Initiate AutoPay ACH** button.



Initiate AutoPay Enrollment Screen

- Insured email address is required.
 - This is where the AutoPay ACH consent request is sent.
- Check AutoPay - ACH.
- Agree to the Terms.
- Select **Enter Payment Information**.

Would you like to enroll in AutoPay (optional)?

AutoPay - ACH (Checking or Savings)

I agree to and acknowledge the terms below.

Enter Bank Account Information Screen

- Enter the insureds bank account information.
 - AutoPay can only be used with an insured bank account.
- Click **Set Up AutoPay**.

The information contained herein is confidential and proprietary. Recipients will respect the confidentiality of this material and not disclose to any third party any of the contents of this document without first obtaining written approval from Imperial PFS.



★ Insured Consent to AutoPay ACH

An email will be sent to the insured to consent to the AutoPay ACH and complete enrollment. If they choose not to consent, or the email expires, the account will bill on invoice or coupon.

Ineligible Accounts


There are several reasons why an account is not eligible to initiate AutoPay ACH enrollment.

- Next payment is due within 4 business days.
- Account is Paid Off.
- Account is Cancelled.
- Account is Past Due.
- Account has a credit balance.



If the account is ineligible, a message will display with the reason.

Initiate AutoPay Enrollment



There is currently a balance due on this account of \$92.54. This balance needs to be paid and posted to the account before we can set up this account on AutoPay. A payment can be made now, then set up AutoPay on the next business day.

OK

AutoPay Enrollment Status Tracking

You can stay up to date on the status of the AutoPay enrollment using the AutoPay Method column:

- **Initiated** = Pending insured consent
- **Pending ACH** = Insured has consented, enrollment is in process.
- **ACH** = AutoPay is active with ACH
- **Pending CC** = Insured has consented, enrollment is in process.
- **CC** = AutoPay is active with Credit Card

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