



[insert date]

[First Name] [Last Name] [Suffix] or Group/Entity/Organization Name

[Address 1]

[Address 2]

[City], [State] [Zip]

Dear Policyholder,

We are excited to let you know of an upcoming bill payment solution being introduced that will bring more convenient ways for you to access and pay your policy billing statements.

On January 13, 2025, ProAssurance will be decommissioning our existing Electronic Payment Processing (EPP) solution and transitioning to InvoiceCloud, a leading provider of digital, online payment processing.

For current EPP users, no action is required at this time. Starting January 13, 2025, you will have until May 1, 2025, to transition any auto-payments from ProAssurance EPP to InvoiceCloud. The process is fast and easy, and simple instructions will be provided in the upcoming weeks.

With this change, you will be able to:

- Make online payments 24/7 via ProAssurance.com or by phone
- Pay via credit card or PayPal, in addition to previous standard payment options
- Receive statement reminders and payment confirmations via email
- Set up autopay for future invoice installments **(Required by May 1, 2025, for current EPP users)**

Additionally, after January 13, 2025, you will be able to make one-time payments online **without** ProAssurance portal login or registration using only your policy number and invoice number. This new one-time payment option can be used for both premium payments and tail payments.

Until January 13, 2025, you can continue to manage your payments and access your billing statements via the ProAssurance portal. Sign in at ProAssurance.com and then select the **Payments** menu option.

We appreciate the opportunity to serve you. Additional information and instruction will be communicated in the upcoming weeks, and throughout this transition. If you have any questions, please email us at Billing@ProAssurance.com or call 800-282-6242.

Sincerely,
ProAssurance Billing

ProAssurance Transition to InvoiceCloud FAQ

Effective January 13, 2025

- **What is InvoiceCloud?**
 - InvoiceCloud is a web-based, electronic payment processing company that ProAssurance has partnered with to provide faster, more convenient billing services to our customers. By automating billing, customers can pay online 24/7. InvoiceCloud will be accessible through our updated portal as a single sign on service, you will not need to register separately or create a separate login for this website.
- **How will I access my InvoiceCloud profile?**
 - InvoiceCloud will be accessed through your ProAssurance portal as a single sign-on (SSO) service. Once you select the **pay** option in your PRA portal it will automatically route you to your InvoiceCloud profile with multiple convenient payment options available.
- **Will I now be able to pay with a credit card?**
 - Yes! We are excited to offer payment options for paying with Visa, MasterCard, American Express, and Discover as well as PayPal. Credit cards will be a self-service option to pay online, through our automated IVR (Interactive Voice Response) phone payment system, as well as a one-time payment site. All prior options of payment are available as well.
- **Are there additional fees with InvoiceCloud?**
 - Yes, using Credit Cards or PayPal does incur a fee of **2.95%**. This is a non-refundable fee added to an invoice payment using these payment methods to cover various administrative costs associated with billing and accepting payment through InvoiceCloud. Making an ACH payment does not incur this fee.
- **Can I still use the ProAssurance Electronic Payment Processing (EPP) form to set up my autopay option?**
 - No, this option is now self-service through our portal and accessing your InvoiceCloud profile. We will no longer accept ProAssurance EPP forms effective January 13, 2025.
- **Will my current EPP auto-pay setup be migrated to the new online payment system?**
 - **No.** To provide the highest level of security and safety of your payment information, ProAssurance has opted not to migrate any current automatic payment processing information. **If you do not re-enroll in automatic payments with InvoiceCloud, your billing statement will no longer be paid automatically after May 1, 2025.** Specific details on how to make this change will be communicated to all current EPP customers in the coming weeks.

ProAssurance
Medical Professional Liability Insurance
100 Brookwood Place
Birmingham, AL 35209

- **Can I pay for my tail coverage online?**
 - Yes! We now have the option for insureds to pay their tail coverage online without portal registration. This payment is made through our **one-time pay site**, outside of our ProAssurance portal. More communication to follow.
- **Is my credit card and checking account information safe when I pay online?**
 - Yes. InvoiceCloud will safely store all your financial information using Payment Card Industry (PCI) Compliant systems. This includes truncating (abbreviating) account numbers so that even ProAssurance does not see your complete account information. Any information retained is not shared with third parties.
- **Can I update my contact information in my InvoiceCloud profile?**
 - Yes, however, changes made in your InvoiceCloud profile will not translate into changes for your policy/policies or account. Changes to contact information should still be submitted to ProAssurance appropriately as it has implications on other aspects of your policy/policies or account. If you need to submit policy/policies contact updates, please email these changes to Billing@ProAssurance.com.