

## Important Changes to Electronic Payments

Starting 11-8-2017

We have significantly improved the electronic payment experience by adding new functionality to MyBilling and streamlining the payment process over the automated phone system.

Online, we added **MyWallet**, which will help you better manage electronic payments. For the automated phone payment system, we have improved the automated prompts and eliminated the duplicate entry of account numbers.

In order to offer these improvements and others that will be available in the future, we had to switch payment providers. As a result, we could not transfer your automatic recurring payment information or historical payment card or bank account data to the new provider.

**All automatic recurring payment customers, please go online (<https://MyBilling.gaig.com>) to enroll in the new recurring payment method or call us at 800-847-4357 to assist you in the transfer.**

Until February 1, 2018, we can process your automatic recurring payment using the existing process. However, you will not be able to view the payment in the new MyWallet feature in MyBilling, so please do not delay the transition to the new payment provider.

We apologize for the inconvenience, but hope that you will find the current and upcoming features will provide you with a better customer experience.

Thank you for your assistance and patience with this transition. We appreciate your business.

If you have any questions, please email us at [MyBilling@gaig.com](mailto:MyBilling@gaig.com) or call 800-847-4357.