



New enhancements improve your experience!

Important Changes to Electronic Payments

As a valued user of Great American Insurance Group's Trucking Division Payment Center, we wanted to make you aware of some important changes that are taking place this month. Specifically, we have launched a new payment portal that will improve service and create a better user experience for you.

What you need to know

- Online, you will find an electronic *Wallet*, which will help you better manage electronic payments.
- On our automated phone system, improved prompts will eliminate the need for duplicate entry of policy numbers, which are currently required when making a payment over the phone.
- In order to offer these improvements, we had to switch payment providers. As a result, we cannot transfer your automatic recurring payment information, historical payment card or bank account data to the new provider.
- To avoid a missed payment, please register in the new portal by April 23.

What you need to do

- **Register for the new payment portal by April 23** by visiting www.gaic.com/truckpay, click the *Create my Online Account* button and complete the quick registration. Or, call us at 800-847-4357, option 2, to assist you in the transfer. Note that **you will need your banking/credit card information, policy number and zip code** to complete the registration process.
- If you have already contacted your agent or Great American to transfer your payment information, thank you! There's nothing else you need to do.

We hope you will find that the improved payment portal features will provide you with a better customer experience. If you have any questions, please email us at truckersaccounting@gaig.com or call us at 800-847-4357, and select option 2. Thank you for your business!

