



Frequently Asked Questions About Ohio Mutual's Bill Payment System

How do policyholders make a payment using this system?

By phone: 877-699-7364
Online: <https://billing.omig.com>



What payment methods are accepted for online or phone payments?

Visa, MasterCard, Discover, ATM cards, check cards, or checking or savings accounts.



What is the maximum payment amount policyholders can make when using the online or phone payment service?

Policyholders can make a payment of any amount up to \$5,000.00 per transaction.



Do policyholders have to use the online or phone payment service?

No – the online and phone payment services are offered for convenience and are only two of the available payment methods. Other options are described on omig.com.



What information will policyholders need to make an online or phone payment?

The following items are needed to make a payment with a credit card, ATM debit card or check card:

- Account number located on the policyholder's most recent billing statement
- Dollar amount they wish to pay
- Credit, ATM debit or check card number on the front of the Card, plus the expiration date, if shown on card
- ZIP code where the card statement is mailed and ZIP code from insurance billing address.

The following items are needed to make a payment with a checking or savings account:

- Account or policy number located on the policyholder's billing statement
- Dollar amount they wish to pay
- Routing number and checking account number. The routing number is the nine-digit identifier that is specific to the policyholder's bank. It is located between two symbols on the bottom left-hand side of the check. The checking account number immediately follows the bank's routing number as the second set of numbers (see illustration).
- ZIP code from insured's billing address.

THOMAS B. ANDERSON MARY ANDERSON 123 Mt. Pleasant Rd. Anytown, USA 12345		1001
PAT TO THE ORDER OF		DATE _____
SAMPLE		\$ <input type="text"/>
DOLLARS		
UNION BANK OF CALIFORNIA		
MEMO _____		
⑆ 121004971 ⑆ 1234567890 ⑆ 1001		
Routing Number	Account Number	Check Number



What confirmation do policyholders receive when making a payment?

For an online payment, policyholders will receive a confirmation number that appears on a separate page after they submit their online payment. Policyholders are encouraged to either record the confirmation number or print the page for their records. If an email address is provided, the policyholder will receive an email with the confirmation number.

For phone payment, policyholders will receive a confirmation number, which they are encouraged to record for their records.

If policyholders did not record the confirmation number at the time of their payment, they can call 877-441-2809 to obtain it.



When will online or phone payments post to the policyholder's account?

Payments made before 5:00 p.m. Eastern Time are credited on that business day (except weekends or holidays). After 5:00 p.m., payments are credited the following business day (Except weekends or holidays).



If policyholders have question or problem, should they contact their agent or Customer Service?

If policyholders have a question about their account billing, they should contact their agent directly. If policyholders are having difficulties completing payments or verifying transactions, they should contact Customer Service at 877-441-2809, where a live representative is available to provide assistance 24-hours a day.



If the policyholder's coverage has been or is going to be cancelled, can they restore or keep their coverage immediately by paying online or phone?

If the account is pending cancellation but is not beyond the cancellation date, policyholders can keep their coverage by using the online or phone payment methods. If the account is beyond the effective date of cancellation, the policyholder should contact their agent to restore coverage.



Can policyholders use a credit card to make automatic payments?

Currently, this is not available. If policyholders wish to pay their premiums with a credit card, they will need to call the toll-free payment line or visit <https://billing.omig.com> each time they make a payment.



With 360accessSM, your policyholders can pay online – with no fee – on their own time. 360accessSM is a self-service portal that provides 24/7 access to policy information.



Ohio Mutual
Insurance Group

Convenience • 24/7 access • Enhanced Service