Direct Bill Services

For policies issued through eCLIQ® Simple™



We're committed to providing you and your clients many of the same billing self-service options as available for standard policies issued through eCLIQ.

Liberty Mutual customers with eCLIQ Simple policies can speak with a specialist dedicated to serving them during our normal business hours, M - F, 8 am - 8 pm (EST).

Phone: 844-961-0334

Email:

ZT_Billing_Support@ LibertyMutual.com

Billing Services

Agent self-service capabilities available through our Agents' Portal:

- Manage customers' accounts for billing and payment options to:
 - · Update their financial data for automatic payments
 - · Make single online payments
 - View and print electronic copies of their notices
- · Encourage customer enrollment in the:
 - · Automatic payment options with paperless billing
 - · Paperless billing option
- Agent dashboard showing customers' policies in critical status

Policyholder self-service capabilities available using a desktop, tablet or smartphone at <u>mybusinessonline.libertymutual.com</u>.

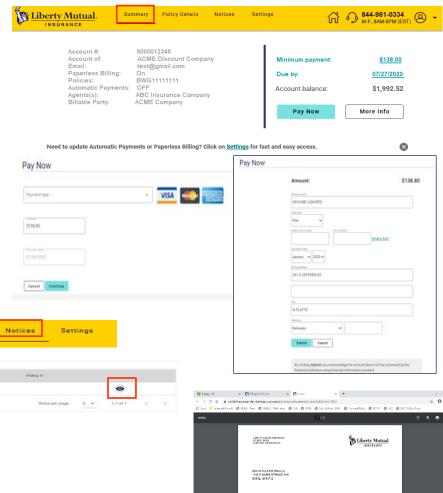
- Without creating an online account, customers can view and pay their bill from the log in page
- · A customer can create an online account in order to:
 - · View account summary, policy details, future installments and billing notices
 - · Make single online payments using:
 - Electronic check (EFT)
 - · Credit/debit card*
 - Manage the paperless billing option
 - · Update their billing email address
 - · Enroll in automatic payments with paperless billing
 - EFT recurring payments from a checking account; no service fees
 - Credit/debit card* recurring payments charged to selected card; service fees apply
 - Manage their financial data for automatic payments

^{*}Credit/debit card payments are limited to accounts with a total annual premium of less than \$25,000. We accept Visa, MasterCard, and American Express.

Customers can easily navigate to the billing screen they need!

To make a payment...

- Select Pay Now on the Summary tab.
- On the payment screen, select a payment type (EFT or credit/debit card) and enter a payment amount
- Click Continue to open and enter information on the financial data screen.
- Click Submit to receive payment confirmation.



To view my invoices...

Liberty Mutual.



Summary

Policy Details

 Click on the **Notices** tab to see the list of billing notices, then click on the 'eye' icon for a particular notice to open a pdf copy of that notice.

To update settings...

- Click on the Settings tab to access your account preferences.
- Click on the pencil icon next to the item to update.
- As an example, for Automatic
 Payments, the customer will be presented with the enrollment screen.
- Click Continue to open and enter information on the financial data screen based on payment type selection.
- Click Complete to receive confirmation of changes.

