

**Serving You Better:
Important Changes to Your Insurance Bill**

Dear Policyholder:

Thank you for renewing your commercial policy with Arbella Insurance Group. In order to better serve you, we have updated the look and content of your bill. We have assigned you a new policy number. In addition, you have been provided a billing account number that will allow us to provide you more flexibility in the future. These changes do not affect your policy coverage.

Please review the following instructions to ensure timely processing of your payments:

- Please reference your billing account number on all payments.
- Please ensure that you use the return envelope provided with your bill. Arbella's payment mailing address has changed, the new mailing address is:

Arbella Insurance Group
PO Box 55392
Boston, MA 02205

- If you make online payments through your banks' website or utilize Accounts Payable software, please update them with your new billing account number and mailing address. Failure to update this information will result in a payment processing delay.
- Any balance remaining from your prior term has been applied to your renewal balance and is noted on your renewal bill as a "Balance Adjustment."

Changes to billing plans and fees:

- A standard \$8 Billing Account fee will be charged in CT, MA and RI on installment plans. The fee in NH has not changed.
- Electronic Funds Transfer (EFT) is now available upon renewal. By enrolling you can avoid paying the Billing Account fees. Please visit Arbella.com to enroll today.

Thank you for continuing to place your business and trust with Arbella. If you have any questions regarding these changes, please contact your local, independent insurance agent or Arbella's Customer Service.

Sincerely,

Arbella Customer Service
1-800-ARBELLA