



# FARMERS

## Changes to the EasyPay Conversion to FAB Edits

Service Point Communication, June, 2012

### Conversion from EasyPay to FAB is progressing on schedule!

At the beginning of the EasyPay conversion process certain requirements were applied to the process to have minimal impact to our customers.

Now that we have less than 25% of the accounts left to convert, it is necessary to adjust some of those requirements to allow additional EasyPay accounts to convert to FAB.

#### Effective Monday, June 11, 2012, these requirements have been changed:

- Active EasyPay accounts with a policy that has been cancelled within the last 15 days will not convert. (This change is updated since the Service Point Communication sent in May, 2012 which stated 'cancelled within 35 days')
- EasyPay accounts with unbilled transactions for any credit amount and for debits up to \$10.00 will now be available to convert if the transaction is a one-time adjustment, a change or an adjustment to the renewal premium. This includes any fees as fees are billed as a one-time transaction.
  - If any other transaction is included the account will not convert.
    - For example, a New Business with a Change – the account will not convert.
  - The credit or debit amount is at the account level. It is the sum of the credits and debits up to \$10.00 that will determine whether the account will convert.
  - The unbilled transaction will not display as a separate transaction on the bill.
    - The conversion bill will be 'clean'; customers will not see the changes on their bill
    - The transaction amount will be included with the conversion amount passed to FAB.

As the conversion process continues, we will communicate updates that may affect your customers.

Thank you for your attention to this communication.