Farmers.com
eBilling “Go Paperless” / ePolicy
Reference Guide

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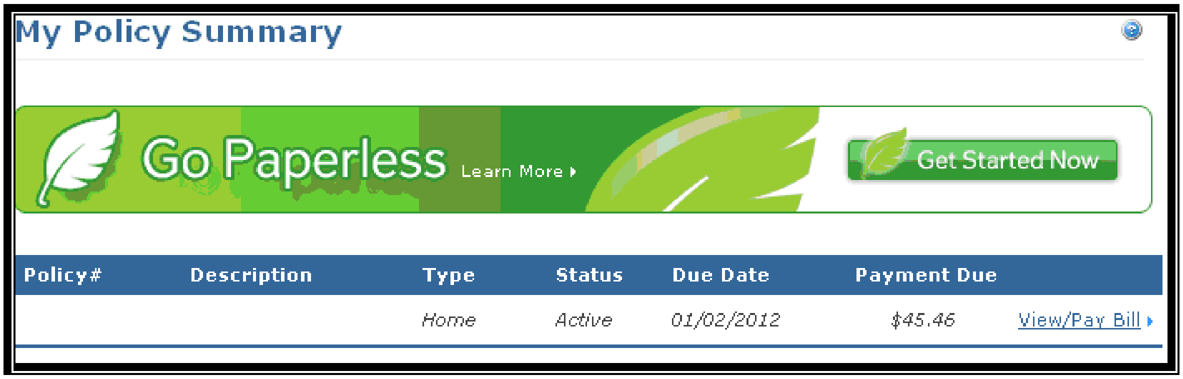
EasyPay

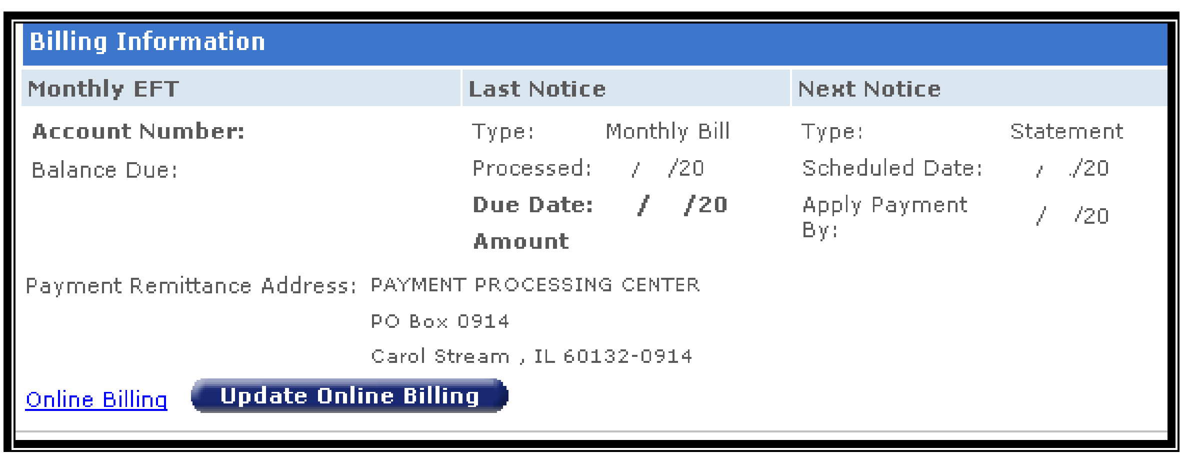
1. Once the customer has enrolled for Manage My Policies, they can set up online billing.
2. If the customer is not logged in have them do that first.
3. Once logged in they will be on the Policy Summary screen.
4. Click the hyperlink for the policy that they would like to set up that says "View/Paybill" as shown below.

The "Go Paperless" button below will set them up for ePolicy, NOT paperless billing.



5. The next screen will show their Billing Information. Have the insured Click "Pay Now". A pop up window will come up asking if they would like to be enrolled on paperless billing. Click "Yes" and agree to the terms. They are now set up on paperless billing.

6. To verify if an insured is set up on paperless billing on easypay, go to the billing information. If they are set up correctly, the "Update Online Billing" link will show like below.



FAB (All Lines Billing)

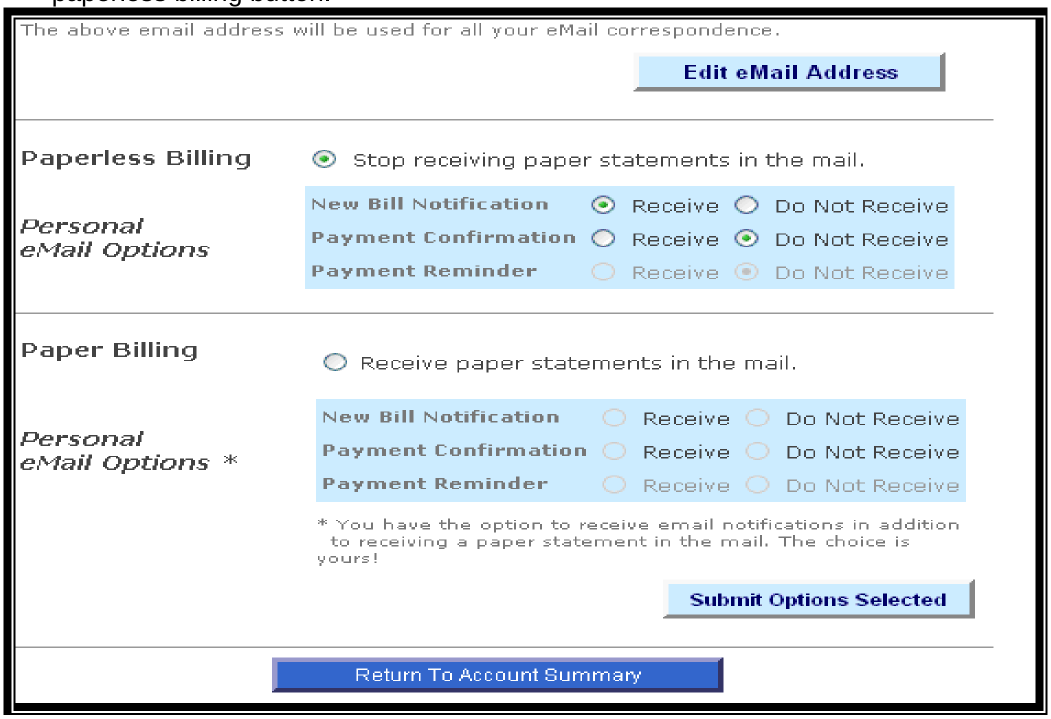
See next section for how to add and remove FAB accounts from eBilling.

Section 2 – Enrolling and Removing for eBilling (Fab)

Adding and Removing eBilling

Adding eBilling

1. Customer will first need to be enrolled for Manage My Policy's.
2. Have the customer log in on farmers.com
3. Once logged in they will be brought to the Policy Summary screen.
4. They will need to click on the link "View/Pay" bill located next to the policy
5. Once on the billing screen, the customer will see their account summary with the balance due. To the right of that will be four big blue buttons. One of those buttons will say paperless billing. Click the paperless billing button.



6. The next screen will bring up paperless billing option. Have the customer select the option that they would like from Paperless Billing.
7. Once the customer has selected paperless billing they will need to click the button at the bottom of the screen that says "Submit Options Selected." Once the customer has completed this they will be enrolled in paperless billing.

Removing eBilling

1. Customer will first need to be enrolled for Manage My Policy's.
2. Have the customer log in on farmers.com
3. Once logged in they will be brought to the Policy Summary screen.
4. They will need to click on the link "View/Pay bill" located next to the policy
5. Once on the billing screen, the customer will see their account summary with the balance due. To the right of that will be four big blue buttons. One of those buttons will say "Paperless Billing." Click the paperless billing button.
6. From there the customer will need to select the option to receive paper bills in the mail. Once selected they will need to click "submit Options Selected," this will remove them from eBilling.

Section 3 – ePolicy (paperless documents, paperless policy)

********E-POLICY IS ONLY FOR POLICY DOCUMENTS. IT DOES NOT AFFECT THE BILLING AT ALL. THERE IS NO REDUCED SERVICE CHARGE*********

********ONLY POLICIES THAT HAVE AN ACCOUNT NUMBER ASSOCIATED WITH THEM ARE ELIGIBLE FOR THIS SERVICE. FULL PAY POLICIES ARE NOT*********

There are 2 ways to registered for ePolicy. The customer can registered through Farmers.com, or the Agent/Employee can register them through eAgent.

Registration through Farmers.com

1. The customer must have a Farmers.com account.
2. From the Account Summary page they see the **"Go Paperless"** banner. They can obtain more information or simply click on the link to begin the process.
3. Next they select the policies for which they want to "go green" and click the **Continue** button.
4. They read and agree to the Consent form terms. and press **"I agree"**
5. Finally, they see the Congratulations page confirming their transaction. They will receive a confirmation email to be sure this is what they want to do and to be sure the email works.

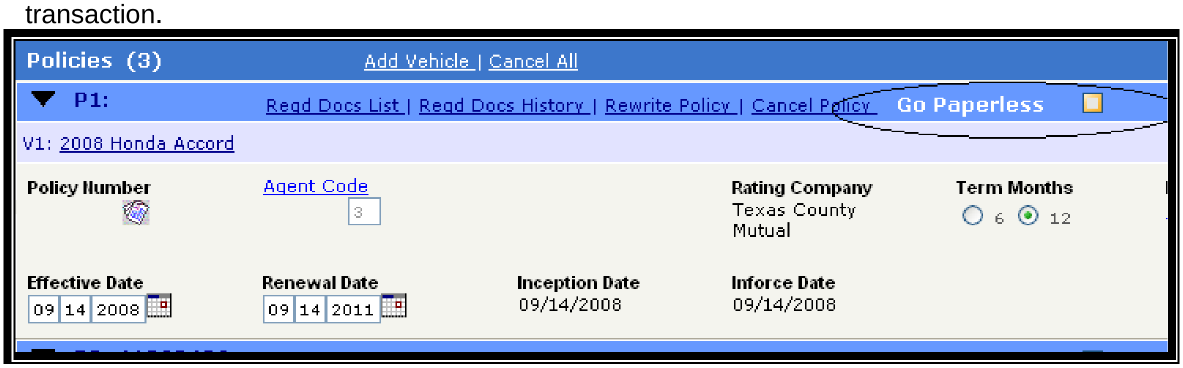
Registration through E-Agent

1. Go to the Personal Lines Menu, enter your customer information and go to the Summary page. Once there, like any change transaction, click on the **Change** radio button, enter the effective date and click **OK** to enter Change mode.
2. Then you simply click on the box next to **"Go Paperless"**
3. The screen refreshes and you see the **"Sign Me Up"** button
4. Make sure you have your customer available as you'll have to read the terms and conditions from the consent form that will show once you click on the **"Sign Me Up"** button.
5. Assuming they agree, you'll return to the Summary page
6. Click the **Rate/Continue** button to get to the Premium/Rate screen. You'll have to enter an email address, if one isn't already entered
7. Then click the **Submit** button to send the change to Underwriting. This change doesn't have any effect on the rate.
8. A confirmation email will be sent to the customer.

Deactivate ePolicy

Removal for Agent or Customer Service Rep

To remove ePolicy you can simply "un-check" the Go Paperless check box in Express and submit the transaction.



Removal for Customer

1. From Farmers.com, log into My Farmers
2. Access the Customer Self Service Center tab on the left side of the screen
3. Under **Change My eDelivery Options,** choose Change eDocument Option
4. Click on the red Edit button, change the selection, and continue

Email Showing up Different then what agent entered

We have been made aware that sometimes an epolicy can be emailed to an email that we had on file for a policy they already enrolled on manage my polices. If the agent states they sent the email to the insured but it comes back with something different than what they entered, explain to them that it went to an old email address we have on file. You still should be able to resend the email to the correct email address for the agent.

Life Policies on ePolicy

We now offer ePolicy for Variable Life and/or Variable Annuity contracts. This includes Prospectuses, supplements, proxy statements, ect. The insured will receive and email notification, after enrolling, when their policy documents are available.

*****Only the Policy/ Contract Owner may create a profile on Farmers.com*****