

Authorization, Draft Date, Frequency & Amount, Terms & Conditions (Premium Payment Service Terms)

1. If a Temporary Life Insurance Contract ("TLIC") is issued and you (The Account Holder) have completed your Pre-Authorized Payment Plan (PAPP) information, you give your consent for a one-time draft for the initial premium to occur immediately by Electronic Funds Transfer (EFT). Your authorization to draft the initial premium does not mean that insurance coverage is in effect. Coverage is effective only as stated in the TLIC. Once the TLIC ends, if a life insurance policy is ultimately issued, you are also giving consent to have recurring monthly premiums deducted from your account once we have informed you of your ultimate premium and you have accepted the policy. If the EFT draft amount for the initial premium is not enough to pay the full initial premium under the policy, Massachusetts Mutual Life Insurance Company ("the Company") will obtain your consent to draft the additional required premium.
2. Your recurring premiums will be drafted on the same day each month as your Policy Date. After the first draft, you may elect to change your recurring premium draft date to any day of the month. When the draft is initiated, we will send a notice of the draft. **Note: If your Policy Date or changed draft date falls on the 29th, 30th or 31st of any month, recurring premiums will be drafted on the last day in each subsequent month. If the draft date falls on a weekend or holiday, the draft will occur on the following business day.**
3. This authorization will remain in effect until the Company receives notification of its termination from the Account Holder or the Company notifies the Account Holder of the termination of service. The Account Holder may terminate this authorization by calling 855-744-2836 or emailing help@havenlife.com or writing to the Customer Service at: 60 Madison Ave, 7th Fl, New York, NY 10010. Requests for termination must be received five business days prior to the next draft to be in effect as of the draft date. A request to terminate this authorization for the one-time EFT for the initial premium must be submitted immediately. It is possible that the Company may not be able to honor such a termination if the one-time EFT has already been processed.

4. Any changes to existing PAPP Account Information on file must be received by the Company at least 10 business days prior to the next draft date to be in effect as of that draft date. If the change is received less than 10 days prior to the next draft date, a notification of the change may not be provided to you prior to the draft. We may draft a recurring premium anytime within 30 days of receipt of an authorization or request to change a PAPP Account, unless the Account Holder directs otherwise.
5. Depending upon the timing of the first recurring draft, the Company may need to draft more than one month's premium (including past premiums) in order to bring the policy to a current due date.
6. Your policy coverage will not be in effect until your initial premium has been successfully received by the Company.
7. If your payment fails on your scheduled draft date, you will receive a notification of the failure and we will not draft again until you update your PAPP account information or notify the Company of sufficient funds by contacting Customer Service at 855-744-2836.
 - As long as your policy is in force, when you update your PAPP account information or notify the Company of sufficient funds, the Company will attempt to draft all outstanding premiums via EFT. A notification of the draft will be sent.
 - You agree to forego receiving notice of any adjustment from the recurring draft amount caused by failed premium payments.
 - The Company shall incur no liability as a result of a withdrawal being dishonored by your financial institution. If you have placed a debit block on the Account, please contact Customer Service at 855-744-2836 for the necessary information in order to establish the EFT Premium Payment Service.
8. The Company may remove policies from this service:
 - If any request for payment is not honored upon the second draft attempt initialed by your financial institution.
 - If there are two consecutive returns or three returns within one year.

- If the Company discontinues offering the service and provides written notice 30 days prior to termination.

9. In the future, premium refunds may be returned via EFT to the account provided.

10. We will send the Account Holder a notice of the draft amount, draft date, and PAPP account information under the following circumstances:

- A. At the time the PAPP Account is initially set up;
- B. Any time a subsequent change is made to an existing PAPP Account;
- C. For the one-time EFT for initial premium (notice will be sent by email).

The Company may provide one or more of these notices by email.

11. The Account Holder is required to notify the Company of a debit block or filter present on the account that may affect processing.

12. The Company reserves the right to make changes to these Terms & Conditions. It will provide you with notice of any changes.