



**NC GRANGE MUTUAL**  
INSURANCE COMPANY - *Together we can!*

# ELECTRONIC PAYMENTS

(MYPOLICY PORTAL)

John Homeowner 123 Abc Street Anywhere, NC 00000	123-456	20	9999
Pay to the order of _____	\$ _____	Dollars	
Financial Institution Anywhere, NC 00000			
For _____			
⑆ 123456789 ⑆ 09876543210987 ⑆ 9999			



NCGM IT DEPARTMENT  
© 2025 N.C. GRANGE MUTUAL INSURANCE COMPANY

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## DISCLAIMER & SAMPLES

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To ensure error-free processing of your online payment, please read the following carefully before entering your payment information.

***WARNING: Do not use a Credit Card Balance Transfer Check to pay your premium online. Credit Card Balance Transfer Checks DO NOT provide accurate information and will not create an accurate check, resulting in a returned check and its associated charges as described below.***

**Please make sure that all information entered into the online payment form is as it appears on the physical check or credit card.** If any of the information is keyed incorrectly or digits are left out, the following will happen:

- The bank returns the payment to NCGM and charges NCGM a \$30 return fee
- NCGM records the payment as a returned payment in our Billing system
- Our Billing System **applies a \$30 returned check fee to the policy**
- The policy is put into Cancellation Pending (CP) status due to non-payment of premium **and a \$10 late fee is applied to the policy**

To avoid these charges, please be sure your information is correct before submitting your online payment.

***WARNING: Our financial institution vendor has imposed a 5-minute session timeout on the electronic payment portal. If your session is idle for 5 minutes, a session timeout message will display to alert you of an impending timeout. If you do not click 'Continue my session' in a timely manner, your session will be ended.***

### Your Session is About to Expire



Would you like to extend your session?  
Your session is about to expire due to inactivity.

Continue my session

End my session

**NOTE**

Please see sample check and credit card images for information needed for the online payment form entry. For credit cards, details may be visible on the back of the card instead of the front as depicted.

Account Holder's Name: John Homeowner  
Account Holder's Address: 123 Abc Street, Anywhere, NC 00000  
Check Number: 9999  
Pay to the order of: New App Homeowner, John  
Financial Institution: Anywhere, NC 00000  
For: New App Homeowner, John  
Routing Number: 123456789  
Account Number: 09876543210987  
Check Number: 9999  
Payment on Behalf of Name: New App Homeowner, John

Personal Check Sample

Credit Card Number: 1234 5678 9876 5432  
Card Security Code (CVV): 123  
Bank Name  
Card Holder's Name: CARDHOLDER  
Expiration Date: 12/99

Credit Card Sample

## ACCESSING ELECTRONIC PAYMENTS

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We offer **ELECTRONIC PAYMENT** methods as a convenience to the agents and policyholders of N.C. Grange Mutual (NCGM). We accept both Online Check and Credit Card payments via NCGM's insured portal, MyPolicy. If you have not yet registered for MyPolicy access, then you may enroll via NCGM's website.

A. To access Electronic Payments from NCGM's MyPolicy portal, follow the steps below:

### NOTE

*In order to submit Electronic Payments in this manner, you must have valid login credentials to access the MyPolicy Portal of NCGM's website.*

1. Access NCGM's website by going to: <http://www.ncgm.com>.
2. Navigate to MyPolicy by clicking the **LOGIN** button towards the top right of the home page.

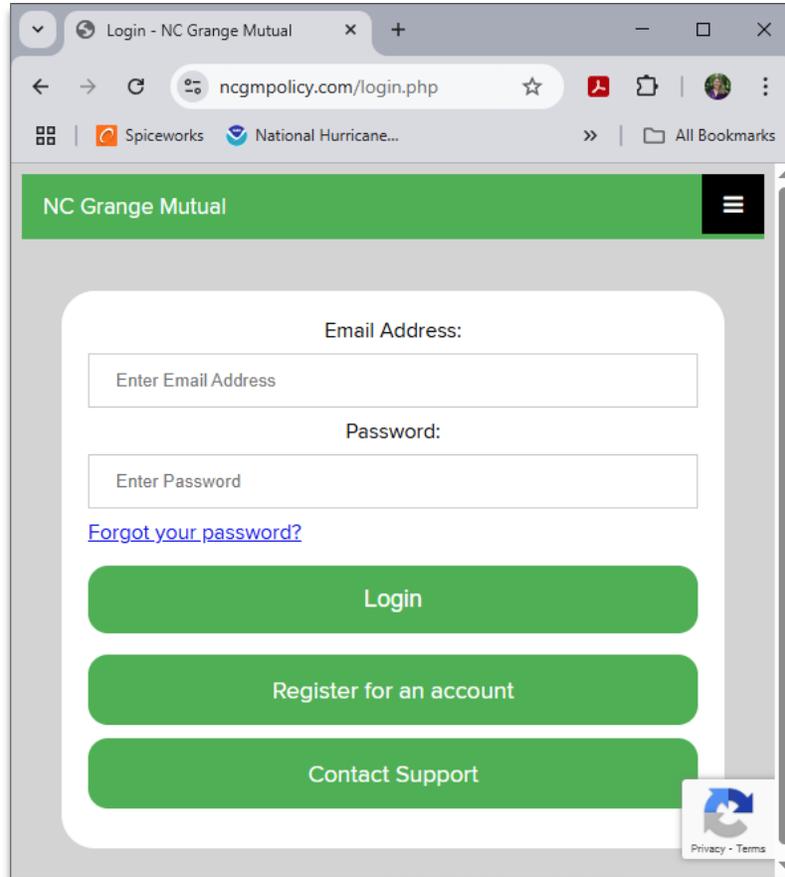


*NCGM Website's Top Menu*

3. Click the MyPolicy button to launch the Login screen.

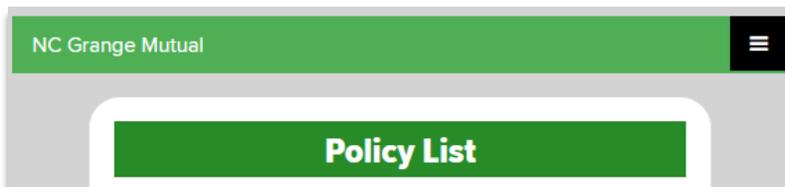


*MyPolicy Access*



*MyPolicy Login Screen*

4. Enter your email address and password, then click Login. If you have entered your login information correctly, you should now be at the MyPolicy - Policy Overview screen.

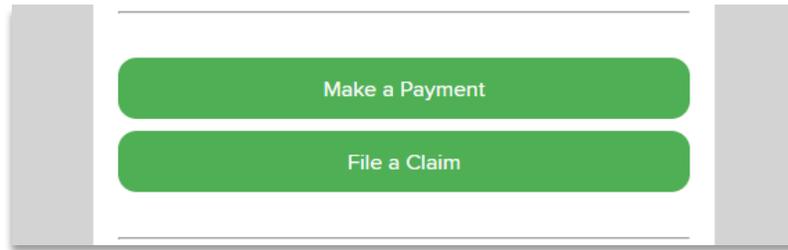


*MyPolicy Menu (top of page)*



*MyPolicy Menu – Policy Overview (top of section)*

5. Click the **MAKE A PAYMENT** link in the menu below the Policy Overview:



*MyPolicy Menu – Make a Payment (middle of section)*

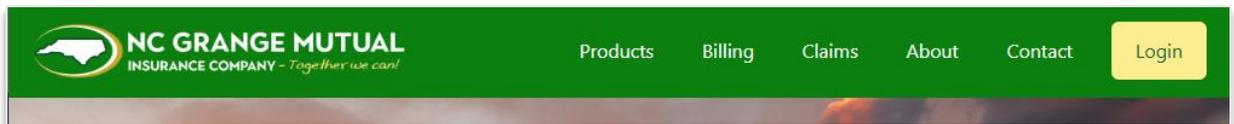
### **NOTE**

*Clicking on the Make a Payment button will redirect you to our third-party vendor's Payment Portal allowing you to enroll in Online Bill Pay. Once enrolled, you can add payment methods, set-up auto pay, or sign-up for notifications, etc.*

6. Proceed to the [Enrolling in Online Bill Pay](#) section of this user guide.

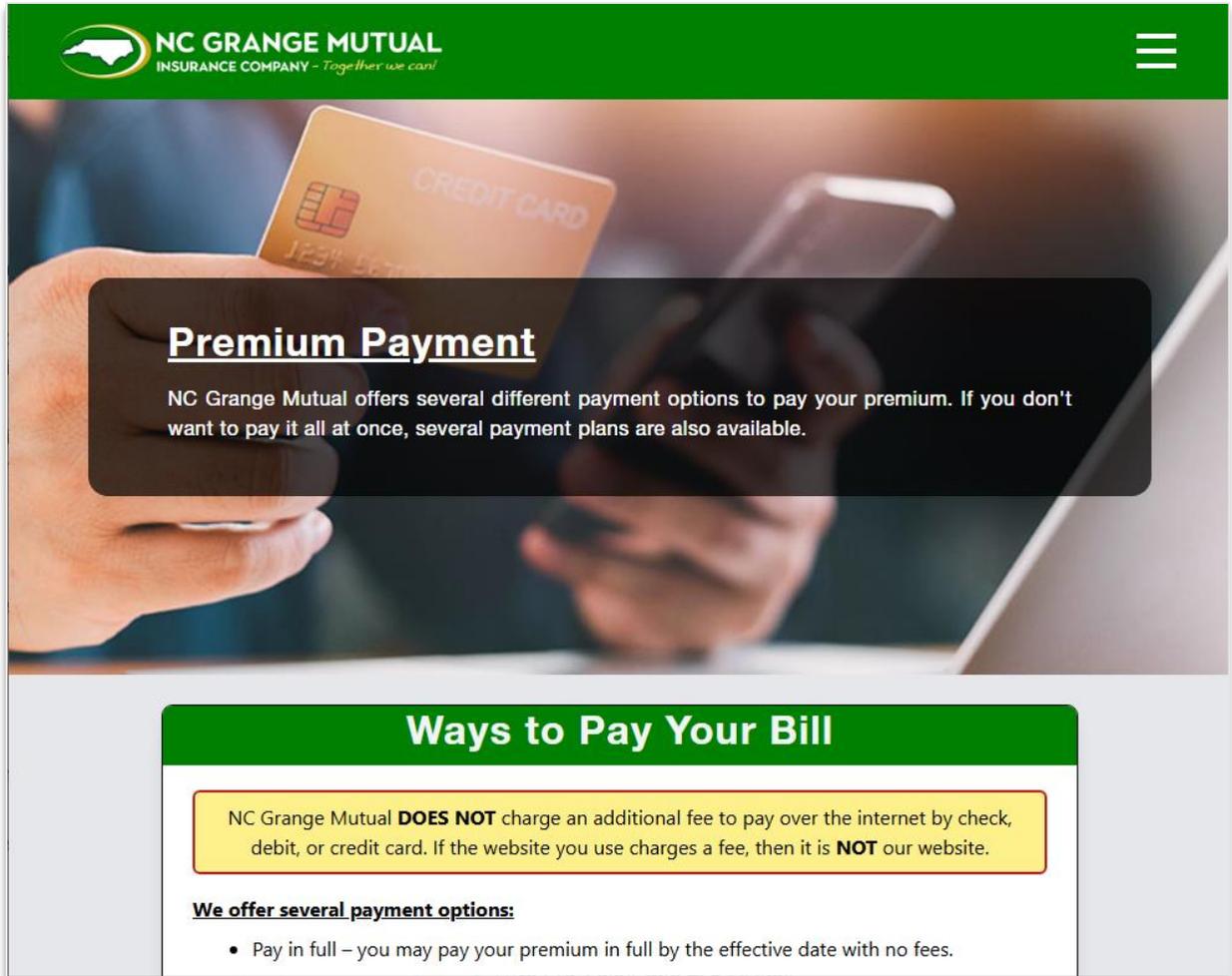
B. To access Electronic Payments from NCGM's main webpage, follow the steps below:

1. Access NCGM's website by going to: <http://www.ncgm.com>.
2. Navigate to the Billing Page by clicking the **BILLING** link in the top-right menu of the home page.



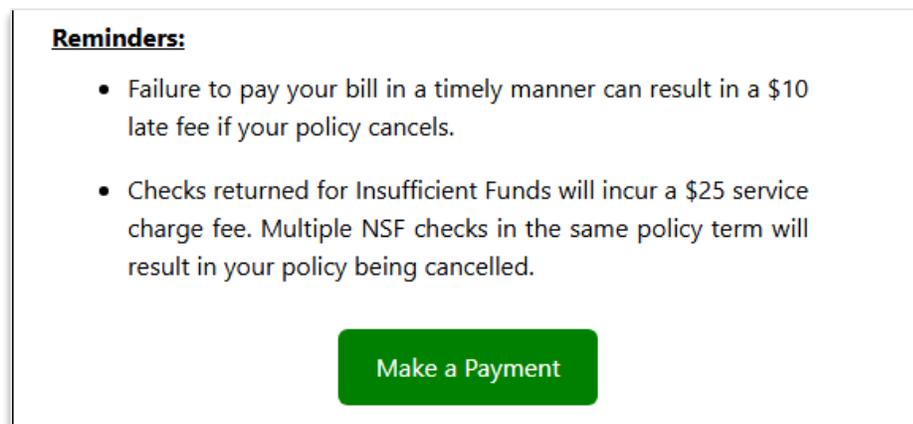
*NCGM Website's Top Menu*

3. The Billing Page contains information on a multitude of billing-related items.
  - Ways to Pay Your Bill
  - Make a Payment.
  - Enrolled Web User Guide.
  - NCGM's Privacy Policy
  - NCGM's Refund Policy



NCGM Billing Page – Top of Page

4. Click the **MAKE A PAYMENT** button toward the bottom of the page to access the Online Bill Pay web portal.



NCGM Billing Page – Make a Payment Button Location

**NOTE**

*Clicking on the Make a Payment button will redirect you to our third-party vendor's Payment Portal allowing you to enroll in Online Bill Pay. Once enrolled, you can add payment methods, set-up auto pay, or sign-up for notifications, etc.*

5. Proceed to the [Enrolling in Online Bill Pay](#) section of this user guide.

## ENROLLING IN ONLINE BILL PAY

Enrolling in Online Bill Pay will allow you to submit an electronic credit card or bank account payment to NCGM in order to satisfy your insurance policy premium. Please follow the steps below to complete the enrollment process for Online Bill Pay.

1. Click the **ENROLL NOW** button to start the enrollment process for Online Bill Pay.

The screenshot shows the NC Grange Mutual Online Bill Pay interface. At the top left is the logo for NC Grange Mutual Insurance Company with the tagline "Together we can!". Below the logo is a blue header bar that says "Welcome to Online Bill Pay". Underneath the header is a welcome message: "Welcome to our new online bill presentation and payment service. Please note that all customers will need to enroll for this new service, even if you were previously enrolled for online payments." The main content area is divided into two columns. The left column is titled "Existing Users - Login Here" and contains a "Login ID:" field with a text input box, a "Password:" field with a text input box, a reCAPTCHA "I'm not a robot" checkbox, and a "Login" button. Below the login fields are links for "Forgot Login" and "Forgot Password". The right column is titled "New Users - Get Started Here" and contains the text "Not already enrolled? No problem, enrollment takes only a few minutes. To enroll, you will need:" followed by a list of requirements: "- Your account number from your bill", "- The billing zip code from your bill", and "- Details of the payment method you want to use for your payments". Below this list is an "Enroll Now" button. At the bottom of the page, there is a copyright notice: "© 2025 Alacriti Payments LLC (Platform Provider). All Rights Reserved." and a logo for "VIKING CLOUD TRUSTED COMMERCE" with a "CLICK TO VALIDATE" link.

Online Bill Pay Login & Enrollment Screen

## New Users - Get Started Here

Not already enrolled? No problem, enrollment takes only a few minutes.

To enroll, you will need:

- Your account number from your bill
- The billing zip code from your bill
- Details of the payment method you want to use for your payments

Enroll Now

### *New User Enrollment*

2. Click the **CONTINUE** button on the Welcome screen.
3. The Welcome displays as shown below:

The screenshot shows the NC Grange Mutual logo at the top left, with the tagline "INSURANCE COMPANY - Together we can!". Below the logo is a blue header bar with the text "Welcome to Online Bill Pay". Underneath is a light gray box with the instruction "Please enter the details requested below so we can locate your billing account." A progress bar below this contains four steps: "Welcome to Online Bill Pay" (highlighted), "Account Lookup", "Account Setup", and "Review". The main content area has the heading "Welcome to Online Bill Pay!" followed by "Enroll today to enjoy features including:" and a list of features: "Schedule and manage payments and view payment history", "Manage payment methods", "Manage your notification preferences", and "Manage your billing preferences". Below the list is the text "You are only a few steps away! Start today by clicking the Continue button." At the bottom are two buttons: "Continue" (dark blue) and "Cancel" (light gray).

### *Online Bill Pay Enrollment – Welcome Screen*

4. The Account Lookup form displays as shown below:

The screenshot shows the NC Grange Mutual Insurance Company logo at the top left. Below it is a blue header bar with the text "Account Lookup". Underneath the header is a grey instruction bar: "Please enter the details requested below so we can locate your billing account." Below this is a progress bar with four steps: "Welcome to Online Bill Pay", "Account Lookup" (which is highlighted), "Account Setup", and "Review". The main content area is titled "Lookup Account Details" and contains the following fields and elements:

- Policy Number: [Text input field]
- ZIP: [Text input field]
- A checkbox labeled "I'm not a robot" next to a reCAPTCHA icon and the text "reCAPTCHA Privacy - Terms".
- Two buttons at the bottom: "Continue" (in a blue box) and "Cancel" (in a white box with a grey border).

*Online Bill Pay Enrollment – Account Lookup*

This is a close-up of the "Lookup Account Details" section. It shows the "Policy Number:" label above a text input field. Below the input field, there is explanatory text: "5-6 digits in upper right of billing statement or dec page. Example: HO-0-00232585-07 - Policy = 232585".

*Online Bill Pay Enrollment – Account Lookup – Policy Number Entry*

5. In order to lookup your policy account, enter your Policy Number and Zip Code.

The screenshot shows a web form titled "Account Lookup" with a breadcrumb "ill Pay" on the left and "Account Lookup" in the center. Below the title is the heading "Lookup Account Details". There are two input fields: "Policy Number:" with the value "123456" and "ZIP:" with the value "27407". Below these is a reCAPTCHA section with a checkbox labeled "I'm not a robot" and a "reCAPTCHA" logo with "Privacy - Terms" link. At the bottom are two buttons: "Continue" (blue) and "Cancel" (white).

*Account Lookup Entry Form*

**NOTE**

*If you have multiple policies, you will need to complete the enrollment process for each policy.*

6. You must check the **I'M NOT A ROBOT** security checkbox before you can proceed through the enrollment process.

NC GRANGE MUTUAL  
INSURANCE COMPANY - *Together we can!*

Account Lookup

Please enter the details requested below so we can locate your billing account.

Welcome to Online Bill Pay   Account Lookup   Account Setup   Review

**Lookup Account Details**

Policy Number:

ZIP:

I'm not a robot   reCAPTCHA  
Privacy - Terms

Online Bill Pay Enrollment – Account Lookup (complete)

7. Click the **CONTINUE** button to proceed with the Terms of Service Agreement.
8. The Terms of Service Agreement displays as a pop-up screen prompting you to accept NC Grange Mutual's Terms and Conditions (*as shown below*). Please read NCGM's Terms and Conditions before continuing.

NC GRANGE MUTUAL  
INSURANCE COMPANY - *Together we can!*

Account Setup

Welcome to Online Bill Pay   Account Lookup

**Terms of Service Agreement**

Customer Name: JOHN HOMEOWNER

This is your bill payment agreement with BofA Professional Main ("Billpay Provider"). You may use this bill payment service (the "Service"), to make payments to your account with us. "You" or "your" means each person who signs or otherwise indicates assent to this Agreement or is otherwise authorized to use the Service. "We," "us" or "our" means the Billpay Provider set forth above.

By registering for this Service you authorize Billpay Provider to process the transactions permitted under this Agreement as represented to you and for Billpay Provider, or its licensee, to post monthly and nonmonthly transactions to your account. You

I agree to the NC Grange Mutual Insurance Company's Terms and Conditions for use of this service, I also agree to the platform [Terms of Service and Privacy Policy](#).

NCGM's Terms and Conditions (pop-up screen)

**Terms of Service Agreement**

Customer Name: JOHN HOMEOWNER

This is your bill payment agreement with BofA Professional Main ("Billpay Provider"). You may use this bill payment service (the "Service"), to make payments to your account with us. "You" or "your" means each person who signs or otherwise indicates assent to this Agreement or is otherwise authorized to use the Service. "We";"us" or "our" means the Billpay Provider set forth above.

By registering for this Service you authorize Billpay Provider to process the transactions permitted under this Agreement as requested by you and for Billpay Provider, or its designee, to post pending and completed transactions to your account. You

I agree to the NC Grange Mutual Insurance Company's Terms and Conditions for use of this service. I also agree to the platform [Terms of Service](#) and [Privacy Policy](#).

Continue Cancel Print

*NCGM's Terms and Conditions (closeup of pop-up screen)*

9. You must agree to NC Grange Mutual's Terms and Conditions by checking the **I AGREE TO THE NC GRANGE MUTUAL INSURANCE COMPANY'S TERMS AND CONDITIONS** checkbox before proceeding with the enrollment process.

**Terms of Service Agreement**

Customer Name: JOHN HOMEOWNER

This is your bill payment agreement with BofA Professional Main ("Billpay Provider"). You may use this bill payment service (the "Service"), to make payments to your account with us. "You" or "your" means each person who signs or otherwise indicates assent to this Agreement or is otherwise authorized to use the Service. "We";"us" or "our" means the Billpay Provider set forth above.

By registering for this Service you authorize Billpay Provider to process the transactions permitted under this Agreement as requested by you and for Billpay Provider, or its designee, to post pending and completed transactions to your account. You

I agree to the NC Grange Mutual Insurance Company's Terms and Conditions for use of this service. I also agree to the platform [Terms of Service](#) and [Privacy Policy](#).

Continue Cancel Print

*NCGM's Terms and Conditions (complete)*

10. Click the **CONTINUE** button to proceed to Account Setup.

11. The Account Setup form displays as shown below:

The screenshot shows a web form titled "Account Setup" with a blue header. Below the header, there is a grey instruction box: "Please enter the details requested below." and a note: "[Note: The security question and answer will be used if you forget your password.]"

A progress bar at the top of the form area shows four steps: "Welcome to Online Bill Pay", "Account Lookup", "Account Setup" (which is highlighted in grey), and "Review".

The form is divided into three sections:

- Account Details:** A table with the following information:

Account Number:	123456
Name On Account:	JOHN HOMEOWNER
Account Address:	123 Abc Street, Anywhere, NC 27407, USA.
- Access Details:** Three input fields for "Login ID:", "Password:", and "Confirm Password:".
- Payment Setup:** A dropdown menu for "Payment Method:" with the text "- Select -" and a downward arrow.

At the bottom of the form, there are two buttons: "Continue" (in a blue box) and "Cancel" (in a white box with a grey border).

*Account Setup Entry Form*

12. Complete the Access Details section of the Account Setup entry form:
- a. Enter a Login ID. Login ID selection criteria will appear to guide you.
  - b. Enter a Password. Password selection criteria will appear to guide you.
  - c. Re-enter your password in the Confirm Password field.

**Access Details**

Login ID:

Password:

Confirm Password:

Please re-enter your password.

*Account Setup – Access Details*

**Access Details**

Login ID:

Login ID must be 6 to 100 letters and/or numbers. Use underscore to represent spaces.

Password:

*Access Details – Login ID Creation Guidelines*

**Access Details**

Login ID:

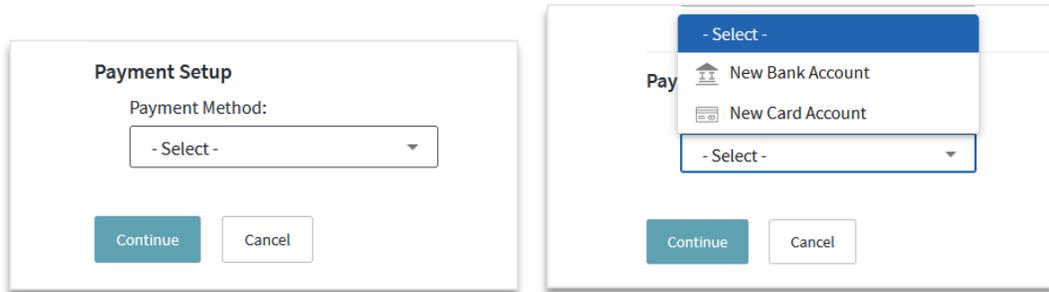
Password:

Password cannot be the same as the Login ID. It must be between 12 and 32 characters in length. It also must contain at least one uppercase letter, one number and one special character from a-zA-Z0-9!@#%&\*.,/?+~\_!;:'()

Confirm Password:

*Access Details – Password Creation Guidelines*

13. Select your preferred Payment Method in the Payment Setup section of the Account Setup entry form. A pop-up entry screen will display based on the selected payment method.

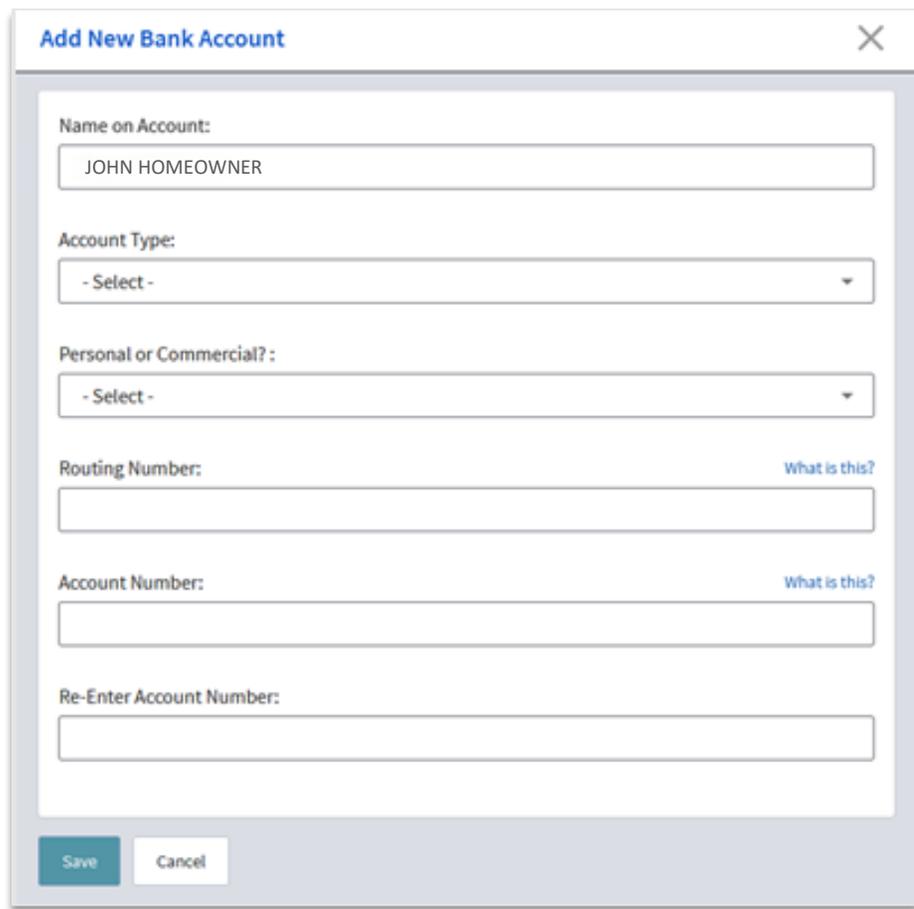


*Account Setup – Payment Setup*

**NOTE**

*Please see sample check and credit card images for information needed for the payment method form entry in the **DISCLAIMER & SAMPLES** section of this manual.*

- New Bank Account
  1. Name on Account pre-fills from Account Lookup name information.



*New Bank Account Entry Form*

2. Select Account Type.

**Add New Bank Account** ✕

Name on Account:

Account Type:  
 ▾  
- Select -  
Savings  
**Checking**

Routing Number: [What is this?](#)

Account Number: [What is this?](#)

Re-Enter Account Number:

*Account Type Selection*

3. Select whether the previously selected account is a Personal or Commercial account.

The screenshot shows a dialog box titled "Add New Bank Account" with a close button (X) in the top right corner. The form contains the following fields and options:

- Name on Account:** A text input field containing "JOHN HOMEOWNER".
- Account Type:** A dropdown menu with "Checking" selected.
- Personal or Commercial?:** A dropdown menu that is open, showing three options: "- Select -" (top), "Personal Account" (middle, highlighted in blue), and "Commercial Account" (bottom).
- Account Number:** A text input field with a "What is this?" link to its right.
- Re-Enter Account Number:** A text input field.

At the bottom of the dialog box, there are two buttons: "Save" (in a teal box) and "Cancel" (in a white box with a grey border).

*Personal or Commercial Account Selection*

4. Enter the Routing Number.
5. Enter the Account Number (*masks after entry*).

6. Re-enter the Account Number (*masks after entry*).

**Add New Bank Account** [Close]

Name on Account:

Account Type:

Personal or Commercial? :

Routing Number: [What is this?](#)

Account Number: [What is this?](#)

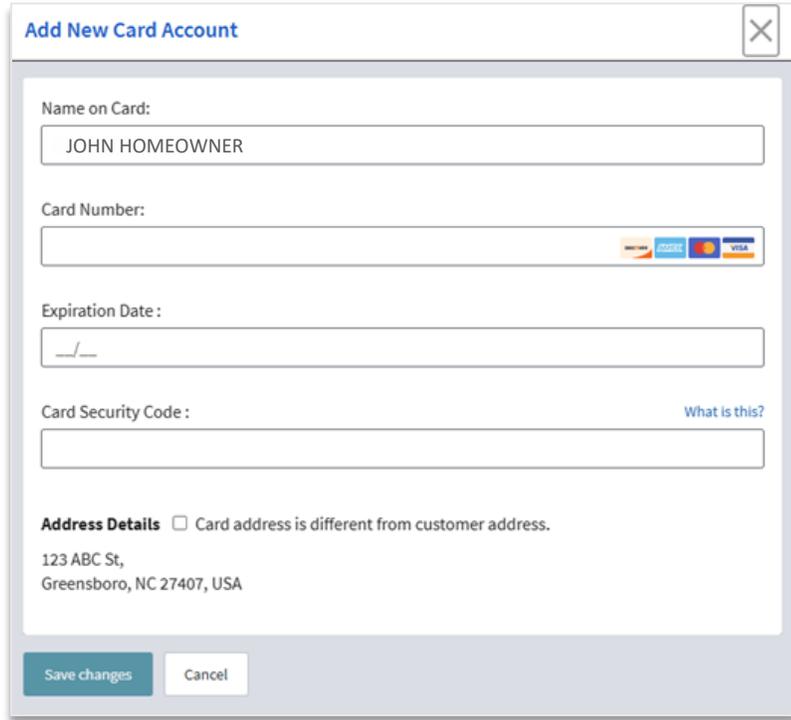
Re-Enter Account Number:

*New Bank Account Entry (complete)*

7. Click the **SAVE** button.

- New Card Account

1. Name on Account pre-fills from Account Lookup name information.

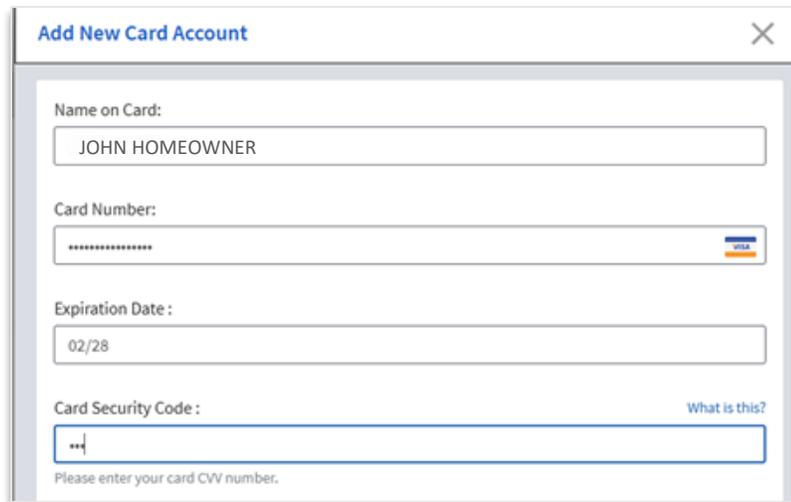


The screenshot shows a web form titled "Add New Card Account" with a close button in the top right corner. The form contains the following fields and elements:

- Name on Card:** A text input field containing "JOHN HOMEOWNER".
- Card Number:** An empty text input field with icons for American Express, Discover, Mastercard, and Visa on the right side.
- Expiration Date:** An empty date input field with a placeholder "\_\_\_/\_\_\_".
- Card Security Code:** An empty text input field with a "What is this?" link to its right.
- Address Details:** A checkbox labeled "Card address is different from customer address." which is currently unchecked. Below it, the address "123 ABC St, Greensboro, NC 27407, USA" is displayed.
- Buttons:** "Save changes" and "Cancel" buttons are located at the bottom left of the form.

*New Card Account Entry*

2. Enter Credit Card or Debit Card Number (*masks after entry*).
3. Enter Expiration Date.
4. Enter Card Security Code (*masks after entry*).



This screenshot shows the same "Add New Card Account" form, but with the following updates:

- Card Number:** The field now contains "\*\*\*\*\*" and the Visa logo is visible on the right.
- Expiration Date:** The field now contains "02/28".
- Card Security Code:** The field now contains "\*\*\*" and has a blue border. A "What is this?" link is still present to the right.
- Message:** Below the security code field, the text "Please enter your card CVV number." is displayed.

*New Card Account Entry (completed card details)*

5. Confirm address. The address pre-fills from the Account Lookup information.

**Address Details**  Card address is different from customer address.

Address Line 1:  
456 Anywhere Drive

Address Line 2 (Optional):

City:  
Greensboro

State:  
North Carolina

Zip:  
27407

Save changes Cancel

*New Card Account Entry (different address)*

### **NOTE**

*If the address on file for the credit/debit card differs from the online bill pay account address, please check the 'Card address is different from customer address' checkbox, and complete the card address form.*

6. Click the **SAVE CHANGES** button.

14. Click the **CONTINUE** but to proceed to the Review.

### Account Setup

Please enter the details requested below.

[**Note:** The security question and answer will be used if you forget your password.]

**Welcome to Online Bill Pay** > **Account Lookup** > **Account Setup** > Review

**Account Details**

Account Number:	123456
Name On Account:	JOHN HOMEOWNER
Account Address:	123 Abc Street, Anywhere, NC 27407, USA.

**Access Details**

Login ID:

Password:

Confirm Password:

**Payment Setup**

Payment Method: [Checking ending in 9319](#)  
[Edit](#) | [Change](#)

*Account Setup Entry (complete)*

15. The Review page displays as shown below:

The screenshot shows the 'Review' page of the NC Grange Mutual online bill pay enrollment process. At the top left is the NC Grange Mutual logo with the tagline 'INSURANCE COMPANY - Together we can!'. Below the logo is a blue header bar with the word 'Review'. A grey bar below the header contains the text 'Please verify the details of your account setup.' A navigation bar below that shows four steps: 'Welcome to Online Bill Pay', 'Account Lookup', 'Account Setup', and 'Review', with 'Review' being the active step. The main content area is divided into three sections: 'Account Details', 'Access Details', and 'Payment Setup'. Each section contains key-value pairs for account information. At the bottom of the form are three buttons: 'Continue', 'Edit', and 'Cancel'. The footer contains copyright information for Alacriti Payments LLC, links to Terms & Conditions, Terms of Service, and Privacy Policy, and a VeriSign logo.

**NC GRANGE MUTUAL**  
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**Review**

Please verify the details of your account setup.

Welcome to Online Bill Pay > Account Lookup > Account Setup > **Review**

**Account Details**

Account Number: 123456  
Name On Account: JOHN HOMEOWNER  
Account Address: 123 Abc Street,  
Anywhere, NC 27407, USA.

**Access Details**

Login ID: test123

**Payment Setup**

Payment Method: BANK OF AMERICA, N.A., Checking ending in 1234  
Routing Number: 053000196

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NC Grange Mutual Insurance Company's Terms & Conditions | Terms Of Service | Privacy Policy

VERISIGN  
TRUSTED  
COMMERCE  
CLICK TO VALIDATE

*Review*

16. Click the Continue button to complete Online Bill Pay Enrollment.  
17. The Account Summary page displays as shown below:



Account Summary Alerts Profile

Information about your account and any recent payment is shown below.

Select an option below to schedule payments or view details of recent payments & your payment methods.

Details for Account: JOHN HOMEOWNER | 123456

Current Due Date:	09/24/2024	Last Payment Date:	N/A
Amount Owed:	\$0	Last Payment Amount:	N/A
Amount Past Due:	\$0	Confirmation Number:	N/A

Set Up Autopay Payments

Payment Actions

I would like to...  
View Payment Methods

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### Account Summary

## NOTE

Congratulations! You've completed enrollment in Online Bill Pay.

## SETTING UP AUTO PAY

Any policyholder that is enrolled in Online Bill Pay can set their account up for automatic payment, referred to as AutoPay. This section will guide you through setting up AutoPay for your policy's Online Bill Pay account.

1. If you haven't already logged into your Online Bill Pay account, do so now:
  - a. Enter your Login ID.
  - b. Enter your Password.
  - c. Check the **I'M NOT A ROBOT** security checkbox.
  - d. Click the **LOGIN** button.

**NC GRANGE MUTUAL**  
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Welcome to Online Bill Pay

Welcome to our new online bill presentation and payment service. Please note that all customers will need to enroll for this new service, even if you were previously enrolled for online payments.

**Existing Users - Login Here**

**Login ID :**

Please enter your Login ID

**Password:**

I'm not a robot   
reCAPTCHA  
Privacy - Terms

Login

[Forgot Login](#) | [Forgot Password](#)

**New Users - Get Started Here**

Not already enrolled? No problem, enrollment takes only a few minutes.  
To enroll, you will need:

- Your account number from your bill
- The billing zip code from your bill
- Details of the payment method you want to use for your payments

Enroll Now

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CLICK TO VALIDATE ✓

Online Bill Pay Login Screen

2. Once logged in, you will see your Account Summary page. This serves as the user dashboard, allowing you to perform several actions including setting up AutoPay.

**NC GRANGE MUTUAL**  
INSURANCE COMPANY - *Together we can!*

Account Summary Alerts Profile

Information about your account and any recent payment is shown below.

Select an option below to schedule payments or view details of recent payments & your payment methods.

Details for Account: JOHN HOMEOWNER | 123456

Current Due Date:	05/01/2025	Last Payment Date:	N/A
Amount Owed:	\$100.00	Last Payment Amount:	N/A
Amount Past Due:	\$0	Confirmation Number:	N/A

Set Up Autopay Payments Payment Actions

I would like to...  
Set Up Autopay Payments, View Payment Methods...

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NC Grange Mutual Insurance Company's Terms & Conditions | Terms Of Service | Privacy Policy

MEMBER OF TRUSTED COMMERCE  
CLICK TO VALIDATE US

*Account Summary*

3. Click the **SET UP AUTOPAY PAYMENTS** button.

Set Up Autopay Payments Payment Actions

I would like to...  
Set Up Autopay Payments, View Payment Methods...

*Account Summary – Set Up Autopay*

4. The Set Up AutoPay pop-up screen displays.

### Set Up Autopay

Please enter details of the Autopay Setup you want to put in place below. Any amounts shown are from your last billing statement.

Account Number: 123456

Payment Method:  
- Select -

Amount Type: Current Balance

*Set Up AutoPay*

5. Select your Payment Method.

**NOTE**

*You will be able to choose from a previously entered payment method or you may add a new payment method. If you choose to add a new payment method, please refer to the instructions for New Bank Account or New Card Account in the Enrolling in Online Bill Pay section of this user guide.*

**Set Up Autopay** [Close]

Please enter details of the Autopay Setup you want to put in place below. Any amounts shown are from your last billing statement.

Account Number: 123456

Payment Method:

- Select -
- New Card Account**
- New Bank Account

*Set Up AutoPay – Payment Method Selection*

- Supply any additional required information. Existing Card accounts requires the Card Security Code (*masks after entry*).

**Set Up Autopay** [Close]

Please enter details of the Autopay Setup you want to put in place below. Any amounts shown are from your last billing statement.

Account Number: 123456

Payment Method: **New Card Account**  
[Change](#)

Card Security Code : [What is this?](#)

\*\*\*

Please enter your card CVV number.

Amount Type: Current Balance

**Continue** Cancel

*Set Up AutoPay – Existing Payment Method*

7. Click the **CONTINUE** button to continue to the Review page AutoPay Setup Details screen.

### Review Autopay Setup Details ✕

Please verify the details of your Autopay Setup.

By clicking **Confirm** to confirm your payment, you authorize us to initiate automatic debits from your **Payment Method** to make a payment to your **Billing Account**, as detailed below.

Payments to your account will be made on the **Payment Due Date** detailed in your billing statement, and will be for the **Payment Amount** shown on that statement. The debits from your **Payment Method** will occur within two business days of those dates, but no earlier than those dates. You authorize your bank (and its successors or assigns), to process these debits to your account.

The dates and amounts of these payments (or any alterations to the dates and amounts) will be notified to you via email or text before a payment is processed. You will be able to cancel a payment at any time before the Payment Due Date by cancelling your AutoPay Setup.

Account Number:	123456
Payment Method:	Visa Card ending in 0662
Expiration Date :	05/25
Card Address:	123 Abc Street, Anywhere, NC 27407, USA.
Amount Type:	Current Balance

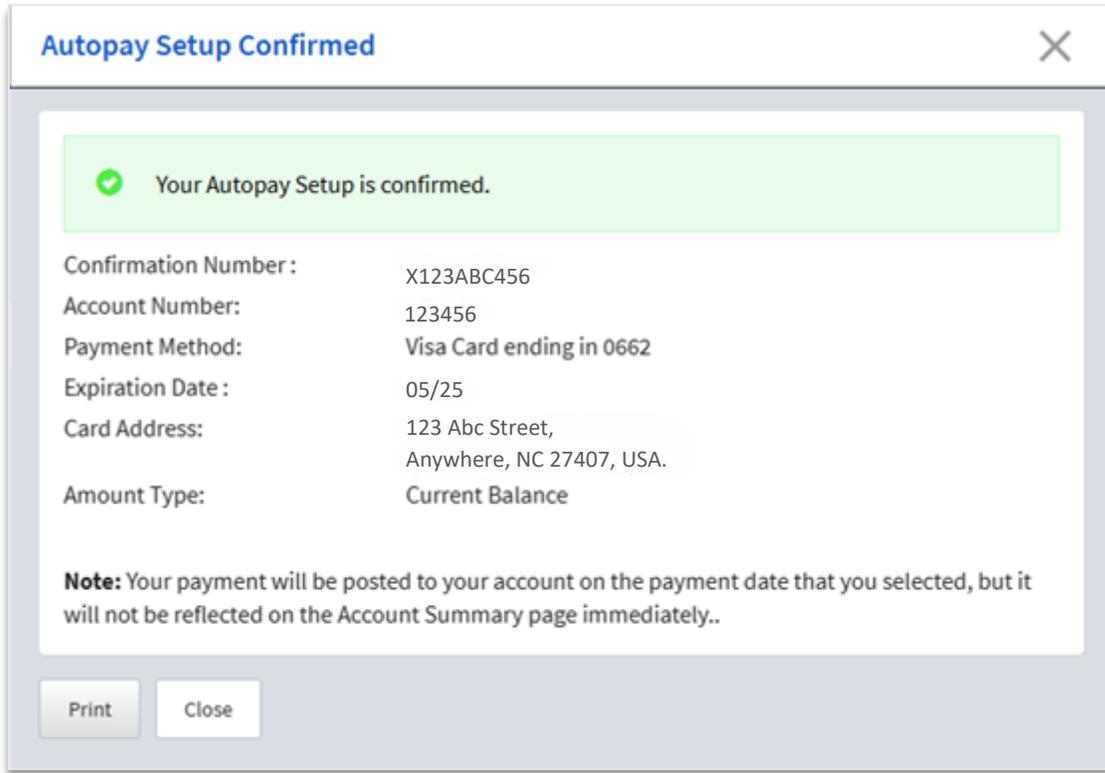
Page Msg Note

**Confirm** Edit Cancel

*Set Up AutoPay – Review*

8. Click the **CONFIRM** button to complete the AutoPay set up.

9. The AutoPay Confirmation screen displays the details of your AutoPay, including its confirmation number. You will receive a confirmation email as well.



*Set Up AutoPay – Confirmation Screen*



Autopay  
Enrollment  
Successful!

Confirmation Number:	Setup Date:	Payment Amount:
X123ABC456	05/08/2025	Current Balance

Dear JOHN HOMEOWNER

This email is to confirm your AutoPay enrollment made on 05/08/2025. Payments will be processed automatically for your NC Grange Mutual Insurance Company account on or before your due date until your enrollment is canceled.

Details of the payment method and amount for payment are as below.

Confirmation Number	X123ABC456
Account Number	123456
Payment Method	Visa Card Account XXXX0662
Payment Amount	Current Balance
Setup Date	05/08/2025

If you did not set this AutoPay up, please contact your customer service immediately at 800-394-1236.

We appreciate your business.  
NC Grange Mutual Insurance Company Customer Service

**About This Message** This email was sent to [youremail@domain.com](mailto:youremail@domain.com) You received this email because you are a NC Grange Mutual Insurance Company Customer.

**Account Related Questions** Do not reply to this message with account related questions. If you have a question, please visit our secure website at <https://NCGM.com>. You may also contact Customer Service at [accounting@ncgm.com](mailto:accounting@ncgm.com) or write to us at:

**NC Grange Mutual Insurance Company** 2751 Patterson Street Greensboro NC 27407 United States of America

*Set Up AutoPay – Confirmation Email*

10. Your AutoPay transaction is visible on your Account Summary page as well.

**NC GRANGE MUTUAL**  
INSURANCE COMPANY - *Together we can!*

Account Summary Alerts Profile

Information about your account and any recent payment is shown below.  
Select an option below to schedule payments or view details of recent payments & your payment methods.

Details for Account: JOHN HOMEOWNER | 123456

Current Due Date:	05/01/2025	Last Payment Date:	N/A
Amount Owed:	\$100.00	Last Payment Amount:	N/A
Amount Past Due:	\$0	Confirmation Number:	N/A

[View Payment Setups](#) [Payment Actions](#)

I would like to...  
[View Payment Setups](#)

Automated Payment Setups

Confirmation Number	Payment Method	Amount Type	Total Amount
X123ABC456	Visa Card ending in 0662	AutoPay	Current Balance <span style="color: red;">✖</span> <span>▼</span>

*Account Summary*

Automated Payment Setups

Confirmation Number	Payment Method	Amount Type	Total Amount
X123ABC456	Visa Card ending in 0662	AutoPay	Current Balance <span style="color: red;">✖</span> <span>▼</span>

*Account Summary – Automated Payment Setups*

**NOTE**

*Congratulations! You've completed AutoPay set up.*

## TECHNICAL SUPPORT CONTACT

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If you have any issues submitting an electronic payment, feel free to contact the NCGM Accounting Department. The recommended contact method is by sending an email so that we can research the issue and respond with the resolution.

**E-Mail:** [accounting@ncgm.com](mailto:accounting@ncgm.com)

Please provide details on the problem you're experiencing when you send your email as well as a phone number if you need us to contact you. Upon receiving your email, you will receive a reply as soon as we have a solution.