



ONLINE BILL PAYMENT

FREQUENTLY ASKED QUESTIONS

What are my online bill payment options?

If you have MPCII and/or Crop Hail crop insurance with Great American Insurance Group, you can make a one-time payment online, enroll to view your bills online, or sign-up for automatic payments. You can also make your payments by phone. Just call 800-341-5546.

What forms of payment do you accept?

We currently accept payments from checking and savings accounts.

What information do I need to submit a payment?

- Your policy number
- Last four digits of your social security number
- The amount you want to pay
- Your bank information

Is it possible for me to authorize an electronic payment for more than one policy?

Yes. One payment needs to be submitted for each statement of account.

Do I have to pre-arrange with my bank, or notify them ahead of time, to use Great American Pay Online?

No. There is no bank set-up or pre-notification required.

Is there a service charge for using Great American Pay Online?

No.

What is the cut-off time for posting a payment?

Any payment submitted after 8:00 p.m. Eastern Time will be processed the following day.

How quickly will my payment be applied to my policy?

Please allow two business days for your policy to reflect the payment.

Do I have to provide my e-mail address?

It's recommended but not required. We recommend it so we can send you an e-mail confirming your payment.

Will you send me a confirmation of my payment?

Yes. An e-mail confirmation will be sent to the e-mail address you provide.

What if I have questions about my payment?

Please contact the Great American Crop Accounting Department by calling the toll-free number 888-410-0468.

How do I cancel or change a payment I've submitted?

Please contact the Great American Crop Accounting Department by calling the toll-free number 888-410-0468.

Can I make an online payment if my policy is cancelled or terminated?

Yes. However, you must contact Great American Crop Accounting in order to reinstate your eligibility.

What if my payment is returned for non-sufficient funds?

You will be notified if you have a payment returned for non-sufficient funds (NSF). Be aware your policy may terminate if you have an NSF payment that is not replaced.

Can I sign up to have my premiums paid automatically through automatic withdrawals at my bank?

Yes. You can enroll to have your policy payments automatically withdrawn from your designated account when due.

Do I need a User ID and password?

To enroll for online billing or automatic payments, a user ID and password are needed. However, when making one time payments, you will not need a user ID and password.

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