

North American Benefits Company  
20 Valley Stream Parkway  
Suite 310  
Malvern, PA 19355  
1-800-994-4277

**TO OUR GROUP ACCIDENT PROTECTION PLAN POLICYHOLDERS**

**ACH HELPFUL HINTS FROM NABCO**

- *Your Occupational Accident Policy is set-up on automatic draft based on your current elected billing cycle.*
- *You will receive a copy of your current bill within two (2) weeks of your billing due date which will reflect your current employees listed under the plan and the current amount due.*
- *If you find that your billing is accurate, no further action is required and we will draft the amount reflected on your bill on the 5<sup>th</sup> of the month after your due date.*
- *After your review, if you find that any new employee(s) need to be added or any previous employee(s) need to be terminated, please complete the bottom portion of your billing statement and email back to us at [GAPPPTD@nabenefits.com](mailto:GAPPPTD@nabenefits.com); mail or Fax to (610) 995-0181.*
- *Any changes must be received by us no later than 1<sup>st</sup> of the month to allow processing time to be reflected on the current billing cycle. If receive after this date, changes and any appropriate adjustments will be reflected on the next billing cycle.*

**Payments**

- *If our ACH transaction for your account is returned for “Non-Sufficient Funds”, we will automatically submit a second ACH transaction within 10 days.*
- *If our second attempt is also is returned, we will then require a Certified check or Money Order as a replacement for the current uncollected fund. In addition, we may also require any premiums due for the upcoming month along with a signed NO Loss Letter to continue coverage.*
- *If you change your Banking information, it is very important to notify us immediately, and we will have you complete a new ACH Authorization Agreement.:*

*Please feel free to contact your NABCO account manager if you have any questions or concerns.*