

Billing Changes & New Customer Website for SureBridge New Business

Effective July 22, 2022, for the state of [North Carolina](#).

Billing Changes

What is changing?

- Policy coverage periods are now from the 1st of the month through the last day of the month.
- Billing will now be based on a first of the month premium due date.
- A policy's first billing cycle will happen on the issue date or effective date, whichever is later.
- On-going billing cycle dates are based on the policy effective date and are from the 2nd – 10th of the month (i.e., occurring after the new premium due date of the 1st).

What does this mean?

- Customers who do **not** have a 1st of the month effective date will have a one-time pro-rated* premium debited from their bank account or credit card for their first premium payment to pay them to the end of the current month.
- Customers with a 1st of the month effective date will have a full month's premium debited from their bank account or credit card for the full coverage period and will not have a pro-rated billing.
- The billing cycle date will take place the 2nd – 10th of the month based on the effective date. See chart below for the schedule.

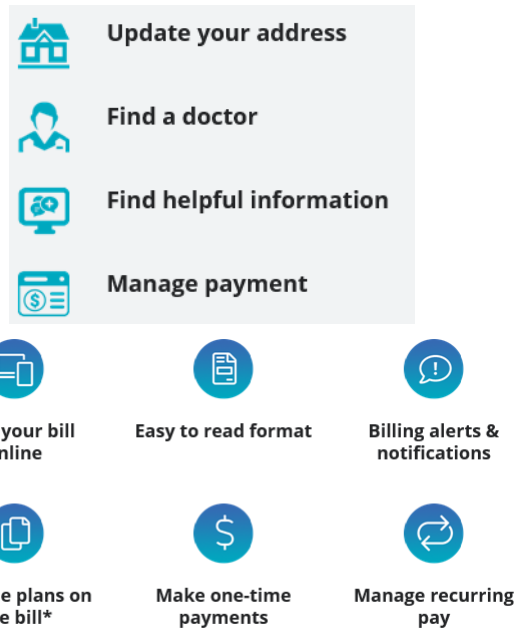
Effective Date	Billing/Charge Date (on or after this date)
1st - 2nd	2 nd
3rd - 10th	3 rd - 10 th
11th - 13th	4 th
14th - 15th	5 th
16th - 18th	6 th
19th - 21st	7 th
22nd - 24th	8 th
25th - 27th	9 th
28th - 31st	10 th

*The Point-of-Sale Tool will not calculate the pro-rated premium amount. There is a link to [Billing/Payment FAQ's](#) regarding the first payment and the pro-rated amount.

- Note: Customers may see "Key Bank" on their bank statement if their premium is charged to their bank account along with our company name which could be reflected as CHESAPEAKE/SUREBRIDGE, or CHESAPEAKE LIFE INSURANCE.

New Customer website

- **Customers** will use the new Customer website at mysurebridgeinsurance.com where they can manage their plan, make payments, and other convenient features shown below.
- **Agents** cannot access this new website. However, they can continue to make requests to change an address or cancel coverage on behalf of the customer using the legacy portal MyPortal.SureBridgeInsurance.com and it will be processed.



*certain billing criteria must match for a plan's bill to be combined with another.