



**Changes are coming!**  
**Please read the following details closely.**

## **ONLINE/AUTOMATIC PAYMENTS AND PAPERLESS BILLING**

On January 4, 2024, Eastern will launch our Service Portal, accessible through [www.EasternAlliance.com](http://www.EasternAlliance.com). The Service Portal features a new payment platform offering expanded options, such as pay by credit card.

**Your existing login credentials will not change. Until further notice, the Payment Center will remain active for you to make on-demand ACH payments and serve as an archive of your payment documents and transactions prior to 2024.**

Accounts will start to transition to our new payment platform beginning on 1/4/24. If you try accessing payment services through the Service Portal before this time, you will receive an error notice. If this happens, please use the website's Payment Center to make an on-demand ACH payment, or mail a check to the lockbox listed on your most recent invoice/statement.

**When you are notified that you can transition to the new platform, please set-up your payment details.**

For your security, existing bank account details will not be imported into the new platform. You can store checking, savings, and credit card payment methods. At that time, you can choose various payment services, like pay by text, Paperless Billing, and AutoPay.

### **Is your policy enrolled in AutoPay and/or Paperless Billing?**

At the end of 2023, we will turn-off AutoPay and Paperless Billing on the Payment Center as we transition to the Service Portal. Your policy will be unenrolled from these programs at that time.

Note: if you are enrolled in AutoPay and received an invoice dated November or December 2023, your payment will be automatically withdrawn. For future payments, please re-enroll in AutoPay through the Service Portal.

When you receive an invoice issued after 01/03/24, you can set-up your payment details through the Service Portal and re-enroll in AutoPay and Paperless Billing at that time.

**There is no immediate change to the parallel pay® portal or its premium payment process.**

Throughout the transition, details and updates will be available on [EasternAlliance.com/Service-Portal-FAQ](http://EasternAlliance.com/Service-Portal-FAQ).

## **PAYMENTS SENT THROUGH POSTAL MAIL**

Our lockbox addresses are changing in 2024. **Each time you mail a payment**, please refer to the associated invoice to ensure you are using the correct address.

---

If you have any questions regarding payment, please reach out to Eastern at 1-855-533-3444, option #4.

---