

Make a Payment and Manage AutoPay from the Policy Transaction Screen

On GAINSCOconnect.com, click **QUOTE & POLICY CENTER**

Select **Search** from the navigation menu to find the policy and open the Policy Transactions page

MAKE A PAYMENT
Make a one time payment from customer bank account, credit card, or your premium fund account

MANAGE AUTOPAY
Remove or enable autopay, update bank account or credit card information

Make a Payment

- ▶ To make a one-time payment directly from customer to GAINSCO, select customer's checking, savings or credit card account shown, or enter a new account

Payment Method			
	Type	Payment Method	Expiration Date
<input type="radio"/>		CC*0000	04/24
<input type="radio"/>		PNC*1111	N/A

Note: One-time payment from checking/savings account requires account holder authorization. Select In Person or Over the Phone and follow the prompts.

- ▶ If the customer paid in cash or check directly to your office, choose your sweep/premium fund account as indicated by the word Agent and last 4 digits of the account number

<input type="radio"/>	Agency Account	Agent *0078	N/A
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Agency accounts are not visible to customers

- ▶ Enter the payment information, accept the payment, click the **Submit Payment** button and wait for authorization message

Thank you. Your payment has been authorized.

Manage AutoPay

Update recurring payment information

- ▶ Choose **Enable AutoPay** to begin making automatic payments from the customer's bank or credit card on record
- ▶ Choose **Disable AutoPay** to remove autopay from a listed bank or credit card account

- ▶ Choose **Enter an Account** to add a new bank or credit card information not already on file & enter required information

- ▶ Remember to **Save Changes** to finalize the update

INSIDER SCOOP

- ▶ Payment due dates cannot be changed after a policy has been bound
- ▶ When making a one-time payment, choose Save to Use Later to keep customer's payment information for future use
- ▶ The named insured or spouse, if a listed driver, may make changes to AutoPay
- ▶ GAINSCO requires 5 business days prior to a payment due date in order to remove AutoPay or update the payment information
- ▶ When a recurring AutoPay payment from bank account is not honored, AutoPay will be disabled
AutoPay can be re-enabled by adding a new account or enabling an existing one