

ACCOUNT ACCESS

Q. HOW CAN I ACCESS MY ACCOUNT ONLINE?

A. From our homepage, agile-pf.com, click on “Log In” in the upper right corner. Select the “Register Now!” link to create a username and password. Once the online account creation process is complete, you will have access to your account online.

Q. HOW DO I RESET MY PASSWORD?

A. If your account is suspended and/or you need your password reset, please contact our Customer Service Team at 877.359.7767 or email accountservices@agile-pf.com.

PAYMENTS

Q. WHAT TYPES OF PAYMENTS DO YOU ACCEPT?

A. From our homepage, agile-pf.com/payments, you can click on the Payments link to see all options that are available. For your convenience, we’ve highlighted those options below:

- ACH or Credit/Debit Card (*)
- Recurring payments available
- Pay-by-Phone Auto Attendant (IVR)
- Pay-by-Phone with a live Customer Service Representative (\$10 Fee)
- Pay-by-Mail

* Credit/Debit Card transactions will be charged a 3.25% processing fee

Q. HOW DO I SET UP MY ACCOUNT FOR RECURRING PAYMENTS?

A. You can set up recurring payments when you log in to your account at agile-pf.com. Otherwise, please complete the attached [Form](#) and email to accountservices@agile-pf.com.

Q. HOW DO I MAKE MY PAYMENT OVER THE PHONE USING THE AUTO ATTENDANT (IVR)?

A. To make a payment utilizing our IVR system, please contact us at 855.281.3567. You will need your loan number and zip code to process your payment.

Q. HOW DO I MAKE MY PAYMENT WITH A LIVE CUSTOMER SERVICE ATTENDANT?

A. We charge a \$10 processing fee when you make a payment over the phone with an Agile representative. If you’d like to pay this way, please call our Customer Service Team at 877.359.7767.

Q. WHERE DO I MAIL MY PAYMENTS?

A. For regular mail, please send your payment with your coupon or statement remittance to P.O. Box 549, Newark, NJ 07101-0549. For overnight payments, please send to Agile Premium Finance, 475 Half Day Road, Suite 550, Lincolnshire, IL 60069.

PAYMENTS (continued)

Q. WHEN WILL MY PAYMENT POST?

A. Payments received in the mail are posted the same day they are received. All online or pay-by-phone payments are posted immediately to your account, including holidays and weekends.

Q. WHAT DO I DO IF MY PAYMENT WAS RETURNED FOR INSUFFICIENT FUNDS (NSF)?

A. If your payment was rejected for NSF, you can replace your payment via Automated Clearing House (ACH), wire transfer, money order, or cashier's check. You can also make an online credit/debit card payment at agile-pf.com. For additional information, please contact our Customer Service Team at 877.359.7767 or email accountservices@agile-pf.com.

Q. HOW LONG DOES A PAYMENT TAKE TO POST TO MY ACCOUNT IF I PAID ONLINE, OR BY PHONE?

A. Online or pay-by-phone payments made via ACH may take up to three business days to post to your bank account.

Q. CAN MY ACCOUNT CANCEL IF YOU DON'T RECEIVE MY PAYMENT BY THE DUE DATE?

A. Prior to any account cancelling, you will be sent a Notice of Intent to Cancel notifying you of the scheduled cancellation date of your policy(ies) that will apply should you fail to make your payment by the date on the Notice.

Q. IS THERE A PREPAYMENT PENALTY FOR PAYING MY LOAN OFF EARLY?

A. No, there are no prepayment penalties for paying off your loan early.

Q. WILL MY ACH INFORMATION TRANSFER TO MY NEW LOAN?

A. No, a new [Form](#) will need to be completed for your new loan or you can set this up when you log into your account online at agile-pf.com.

BILLING NOTICES

Q. WHAT BILLING OPTIONS ARE AVAILABLE FOR MY ACCOUNT?

A. You will receive a coupon book or billing statement electronically, or by mail, once your account is activated.

Q. CAN I MODIFY MY BILLING OPTIONS?

A. If you have an email address on file, all billing notices will be sent electronically. If you are receiving your notices by mail or would like to modify your current method, please contact our Customer Service Team at 877.359.7767 or email accountservices@agile-pf.com.

COVERAGES

Q. I NEED A CERTIFICATE OF INSURANCE?

A. Agile Premium Finance does not provide Certificates of Insurance. Please contact your Agent or Insurance Company to receive a Certificate of Insurance.

Q. I RECEIVED A NOTICE OF CANCELLATION. DO I STILL HAVE INSURANCE?

A. We cannot confirm your coverage. You will need to speak with your Insurance Agent or Insurance Company to verify your coverage(s).

Q. WHEN WILL A REQUEST FOR REINSTATEMENT BE SENT?

A. A request for reinstatement will be sent to all parties once your account is brought current. Unless your payment was received with certified funds, the request for reinstatement will be sent seven business days from the date we received your payment.

Q. HAS MY POLICY BEEN REINSTATED?

A. We cannot confirm whether, or not, your Insurance Company will reinstate your policy. Please contact your Insurance Agent or Insurance Company.

CONTACTS

Q. HOW DO I CONTACT AGILE?

A. Our customer service representatives are available Monday through Friday, 8:30 AM to 5:00 PM CT at 877.359.7767 or email accountservices@agile-pf.com. Our website and pay-by-phone (IVR system) are available 24/7 to assist you in making a payment.