

MYCYBERPROTECTION™
Recurring Payments Policy

Edition Date: October 18, 2022

Overview

This Recurring Payments Policy describes policies and procedures regarding recurring electronic payments for insurance policies purchased from the Hartford Steam Boiler Inspection and Insurance Company, its affiliates, and appointed contract administrators, (collectively “HSB,” “us,” or “we”).

By clicking "Continue to Payment," you understand and agree to this Recurring Payments Policy.

Purpose

The purpose of this Policy is to:

- Provide you with information as to how payments for your purchased insurance policy automatically renew;
- Describe the length and terms associated with an automatic renewal payment, including the recurring amount that will be charged and any changes to such an amount;
- Describe how changes may be made to your Policy premiums based on your decisions or updates to applicable insurance laws;
- Describe the cancellation policy for such insurance policy and how to stop recurring payments upon cancellation of your purchased policy; and
- Provide contact information for us to address any questions, concerns, or support needs you may have regarding to your automatic renewal payment.

Automatic Renewal Payments

How Automatic Renewal Payments Work

When you purchase a policy from us, you select a policy for either an annual recurring payment or a monthly recurring installment payment. **Your payments will continue until you cancel your purchased policy.**

Annual Recurring Payments

If you select an **annual recurring payment** for your policy, your method of payment will be charged the total amount due for your policy.

Monthly Recurring Installment Payments

If you select **monthly recurring installment payments** for your policy, your method of payment will be charged 1/12 of the total amount due for your policy each calendar month of the year for the duration of your policy.

We will charge your debit or credit card (if you have chosen to pay by debit or credit card) or to withdraw funds from your bank account (if you have chosen to pay by bank account), for the stated payment amount when you purchase a policy from us.

Payment by Debit or Credit Card: Your Debit or Credit Card Will Be Automatically Charged

You further understand and agree that we will, and you hereby authorize us to, during the term of the policy and any renewals thereof and without any further notice to you, automatically charge your debit or credit card each month if your policy is on a monthly payment plan or each year if your policy is on an annual plan.

Payment by ACH Withdrawal: Funds Will Automatically Be Withdrawn from Your Bank Account

You further understand and agree that we will, and you hereby authorize us to, during the term of the Policy and any renewals thereof and without any further notice to you, automatically withdraw funds from your bank account each month if your Policy is on a monthly payment plan or each year if your policy is on an annual plan.

Please take note of the following:

- If you are on a monthly payment plan, your payment method will be charged or payment will be withdrawn on your initial date of purchase. Subsequent payments will be charged on the same day each month. For example, if your initial date of purchase was the first day of the month, you will be charged or payment will be withdrawn on the first day of each subsequent month.
- If your payment date falls on a weekend or holiday, the charge or withdrawal may be executed on the next business day.
- Since the charges or withdrawals are electronic transactions, funds may be withdrawn from your account each period on the actual payment date(s).

Changes to Amount of Payment

You understand that from time to time your premiums (and, therefore, the amount we charge or withdraw) may change depending on policy changes you initiate and other factors approved by insurance regulatory authorities. **You authorize us to charge your card or withdraw from your bank account accordingly.**

Prior to your policy being renewed, you will be provided with prior notice of any changes to your premium as required by law.

Authorization to Use Provided Payment Method

You represent that you are authorized to use the card or bank account that you provided and will not dispute these scheduled transactions so long as they correspond to the terms indicated herein.

You agree to notify us of changes to your card or bank account at least fifteen (15) days before the next payment date.

In certain cases, we may be notified from third parties of updates to your preferred payment method (for example, updated expiration information on a replaced debit/credit card), and you authorize us to continue to charge such payment method with the updated information.

For ACH Payments

If you have selected automatic payment (ACH) as your preferred payment method, you acknowledge that the origination of such ACH transactions to your account must comply with the provisions of U.S. law. You agree that you are responsible for any overdraft, insufficient funds, and other service charges that your bank may impose in connection with the bank account you have provided to us.

Failure of Automatic Payment Method

If your method of automatic payment provided for your policy fails, you will receive a payment failure notification via email and a payment link from our third-party payment provider, One Inc., on the same day.

We will make **three (3) attempts** to contact you should your automatic payment method continue to fail payment.

Five (5) days after the initial payment failure, a notice of non-pay cancellation will be sent to you.

Each state may have their specific waiting period before your policy is cancelled. **Once this waiting period for your specific state has passed, your policy may be cancelled.** A cancellation document will be emailed to you.

How to Cancel Automatic Payments - Cancellation Policy

If you wish to cancel your policy at any time, you can contact Customer Service via phone or email.

To cancel by phone, please call (844) 378-5782.

To cancel by email, please email customercare@mycyberprotection.com or getprotected@mycyberprotection.com.

The processing for a cancellation **may take up to two (2) business days**. The date that you request your cancellation will be the effective date of the cancellation of your policy. For example,

if you were to request your policy cancellation on November 1, 2022, that date would be the effective date for your cancelled policy.

Updates to This Policy

We may revise this Policy from time to time. We reserve the right to modify this Policy at any time without notice.

Contact Information – Questions, Concerns or Complaints?

If you have questions or concerns regarding this Policy, or you would like to arrange an alternative payment arrangement, please feel free to contact us through the following:

Email: customercare@mycyberprotection.com

Phone Number: (844) 378-5782

Address:

The Hartford Steam Boiler Inspection and Insurance Company
Attention: MyCyberProtection Department
P.O. Box 61509
King of Prussia, Pennsylvania 19406-0909