

Erie and Niagara Insurance Association
8800 Sheridan Dr – Box 9062
Williamsville, NY 14231-9062

First Named Insured
First Address Line
Second Address Line
City, State 12345-6789

Date

Dear Valued Policyholder,

We are pleased to announce your existing *AutoPay* account has transitioned to a new, self-managed billing platform, which allows you to actively manage your *AutoPay* bill payment preferences in a modern and easy-to-use Customer Portal.

The Customer Portal offers several new payment options and billing enhancements, including the ability to pay multiple policies with a single payment, setting up and managing your paperless e-bill notifications. You can make a checking/savings account or debit/credit card payment (all at no cost) and the ability to view policy documents generated on your policy after your Customer Portal account has been activated.

In order to gain access to all of these new and exciting features, you will need to activate your unique Customer Portal account, as follows:

1. Log on to www.enia.com and click the **MAKE A PAYMENT** button;
2. Select **Customer Portal Login** at the bottom of the screen
3. Enter your User ID and temporary password
 - Your User ID is your policy number (2 lowercase letters and 7-digits) i.e. ho1234567
 - Your temporary password is 1NY plus the 4-digit Security Code located in the lower left-hand corner of your paper bill or next to your agent's name on your policy document. i.e 1NY1234
4. After the initial login, you will be prompted to update your temporary password. Click Continue after creating your own, unique password.
5. If successful, you should see the Accounts screen of our new Customer Portal displaying your policy account details including amounts due, invoice due date, paperless billing preference and AutoPay preference.

If you choose to not activate your Customer Portal account, don't worry – your existing *AutoPay* scheduled payments and payment settings will not be affected.

If you have any questions, please call 1-800-234-9876 (M-F 8:30am – 4:30pm EST) and ask to speak with the Accounting Department.

Thank you for choosing Erie and Niagara Insurance Association.

We appreciate the opportunity to serve you.