INVOICE CLOUD FREQUENTLY ASKED QUESTIONS

GENERAL

- **How do I create an Account?**
InvoiceCloud can be accessed via Policy Corner. You can create a Policy Corner account on our website at NewMexicoMutual.com. This is the account you will use moving forward to pay your bill. If you or the owner of the policy already has a Policy Corner account, no action is needed.

- **Will my previous Bill Pay Portal login credentials work on the new InvoiceCloud billing portal?**
No. InvoiceCloud is accessible through Policy Corner at NewMexicoMutual.com using single sign-on. With single sign-on, you can manage both your billing and Policy Corner accounts using just one login.

- **Do I have to create an account to pay my bill?**
While we encourage you to make an account to access your InvoiceCloud Portal, you also have the ability to make one-time payments for quick transactions.

USING THE SYSTEM

- **Can I create multiple accounts for different roles (i.e., Human Resources, Accountant, Bookkeeper, etc.), at my company?**
Yes! Multiple Policy Corner accounts can be created for different positions within a company. Please note that for security purposes, only the account owner (primary named insured) is permitted to make certain payment changes to the policy to ensure the correct billing options are selected.

PAYMENT

- **What is AutoPay?**
AutoPay is a convenient option in which bills will be paid automatically each billing cycle on their due dates using your default payment method. This will avoid your policy being canceled and free you from having to remember when you pay.

- **How do I enroll in AutoPay?**
If you would like to enroll in AutoPay, the account owner (primary named insured) will need to login through their Policy Corner account on our website to initially set it up with the correct banking information. This ensures that AutoPay is securely set up by the owner of the policy.

- **Can I cancel AutoPay?**
Yes! Only the account owner (primary named insured) can cancel AutoPay. If you are the account owner, simply log in to your account and click on "AutoPay." Next, select "Edit," change the status to "No, I do not want AutoPay," and save. To modify, go into your profile and uncheck the AutoPay box you previously checked when you opted in.

- **I'm signed up for AutoPay but do not see anything showing under "Upcoming Scheduled Payments."**
The AutoPay date will not appear on the home page under "Upcoming Scheduled Payments." However, when on the "Scheduled Payments" page, AutoPay will show.

- **What are Scheduled Payments?**
Scheduled payments are individual payments that are scheduled for a specific date prior to the bill due date. The date of the scheduled payment can be changed as long as it is adjusted before the date scheduled.

- **What is the difference between AutoPay and a scheduled payment?**
AutoPay is an automated process which pays your balance in full each billing cycle on the due date. Scheduled payments are manually entered by you for the date you chose.

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- **What is Pay by Text?**
  Pay by Text is a convenient way to pay your bill by text message. When signed up for Pay by Text, bill notifications will be sent by text message (this is in addition to email notifications) and you will then have the option to pay via text message with your default method by simply replying.

- **How do I set up Pay by Text?**
  To set up Pay by Text, select the option labeled "Pay by Text" when logged into your InvoiceCloud portal through Policy Corner. You'll be prompted to enter your phone number and will receive a text message to continue the setup process. Once set up, you'll have the option to pay via text message using your default payment method. If no payment method is on file, you will be asked to enter in the payment method.

- **Can I pay over the phone?**
  Yes! To make a payment over the phone, dial the automated phone payment number at 833.859.4134. When prompted, you will enter your account and payment information—make sure you have your invoice handy. You will confirm your payment account and receive a payment confirmation number.

- **What forms of payment can I use?**
  There are multiple payment options you can use:

- **Is there a service fee for credit/debit cards?**
  Yes! If you elect to use a credit or debit card, there is a 3.5% service fee that will be added to the total payment. New Mexico Mutual does not receive a portion of this fee.

- **Can I set up a payment plan?**
  If you have a large audit balance and AutoPay is enabled, the full balance will be withdrawn on the due date. If you would like to set up an installment plan or payment terms for the audit balance, please call us at 505.343.7744 upon receiving the invoice or audit adjustment statement.

- **Can I make a one-time payment?**
  Yes! Click "Pay My Bill" at the top of our website to access the one-time payment option-no login required. All you need is the account number and at least three letters of the policy name to complete the payment quickly and securely.

- **Can someone from my business pay on the account owner's behalf?**
  Yes! Click "Pay My Bill" at the top of our website to access the one-time payment option-no login required. All you need is the account number and at least three letters of the policy name to complete the payment quickly and securely.

SECURITY

- **Is my information secure?**
  InvoiceCloud uses the highest standards in internet security. Account information displayed within the payment portal is truncated to protect confidential data. Any information retained is not shared with third parties.

- **Is my credit and checking account information safe when I pay online?**
  Yes! InvoiceCloud will safely store your financial information using Payment Card Industry (PCI) Compliant Systems. This includes truncating (abbreviating) account numbers so that even we do not see your complete account information.

- **What is PCI Compliance and why is it so important?**
  PCI stands for Payment Card Industry, and compliance with the industry standards is a requirement for those that accept the major credit cards and for software providers who have applications which involve the transmission and/or storage of credit card information.