

## Credit Card Payment Platform Frequently Asked Questions

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### **FAQ: Who can use the Credit Card Payment Platform to make a payment on their policy?**

**A:** The Credit Card Payment Platform is designed to accept payments from Direct Bill policyholders. If your policy is Agency Billed through your broker, please contact your broker to make a payment with them.

### **FAQ: How do I know that my credit card transaction and information is secure?**

**A:** Our partners at Datatel and Global Payments are two of North America's leading providers of secure online credit card payment processing. This means that your transaction is in safe hands.

When you make a one-time payment using our credit card payment platform, you can rest assured that your credit card information is not stored on file. Once the secure transaction is complete, your personal credit card information is not accessible to Red River Mutual.

### **Q: Where can I find my policy number?**

**A:** You can find your policy number on your Policy Declaration. Your Payment Schedule includes both your account number and policy number. *Visual instructions on where to locate this information can be found on the ['Make a Payment'](#) page of Red River Mutual's website.*

### **Q: Why do I need to enter both my policy number and name?**

**A:** Both your policy number and the name on the policy are used to verify your identity in accordance with privacy laws.

### **Q: If I have questions about my policy, who do I contact?**

**A:** Please contact your broker with any questions concerning your policy.

### **Q: What forms of payment are accepted on this website?**

**A:** You can pay with your VISA, VISA Debit, MasterCard or MasterCard Debit.

**Q: What do I do if the credit card payment platform tells me it was unable to process my payment?**

- Try using another credit card or entering your original credit card information again;
- Try again later;
- Contact a Red River Mutual billing representative at 1-800-370-2888 during office hours (Monday to Friday, 8:30 a.m. to 4:30 p.m.).

**Q: How will this charge appear on my credit card statement?**

**A:** *Red River Mutual* will be displayed on your credit card statement.

**Q: Will I receive a payment receipt or confirmation of my credit card payment?**

**A:** Yes, immediately following your approved transaction you will receive an onscreen confirmation that you have the option of printing. A receipt for your credit card transaction can also be emailed to the email address provided.