

Billing Quick Reference

Billing Customer Care for agency partners and customers

PHONE

1.800.243.0210, option 2

HOURS

8 a.m. – 8 p.m. EST

FAX

1.800.283.2422

E-MAIL

billing@westfieldgrp.com

Payments received in the agency should be uploaded through WIC on the Web.

PAYMENT MAILING ADDRESS

Westfield Insurance
P.O. Box 9001566
Louisville, KY 40290-1566

PAY BY PHONE/PAY ONLINE

Visa®, MasterCard®, Discover® and Electronic Check
Call 1.800.766.9133 or
Go to www.westfieldinsurance.com
Access Code is zipcode

OVERNIGHT

Need to send a payment right away?

Westfield Insurance
6716 Grade Lane,
Building 9, Suite 910
Louisville, KY 40213

Pay Plan	Pay by check	Westfield Easy Pay	
		ACH	Debit/Credit Card
Monthly	\$6.00	-0-	\$6.00
Quarterly	\$6.00	-0-	\$6.00
Semi-annual	-0-	-0-	-0-
Annual	-0-	-0-	-0-

Fees shown above are effective October 22, 2018.

Advance Notice of NSF fee:

Effective October 22, 2018, if a payment is returned unpaid for any reason Westfield will apply a returned payment fee of \$25, or the maximum allowed by state law up to \$25, to the billing account.

Billing timeline (dunning cycle) – does not apply to Defender

*Underwriting can override dunning cycle to issue Direct Notice of Cancellation at one day after due date.

Activity	Timing from Due Date	Output
Invoice	20 days before	Invoice mailed to customer
Past Due	1 day after	Details posted on WIC-on-the-Web
Pending Cancel	15 days after	Details posted on WIC-on-the-Web
Notice of Cancel	16 days after	Notice to customer, agent, interested third parties
Late Fee	16 days after	\$30.00 billed on next invoice



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