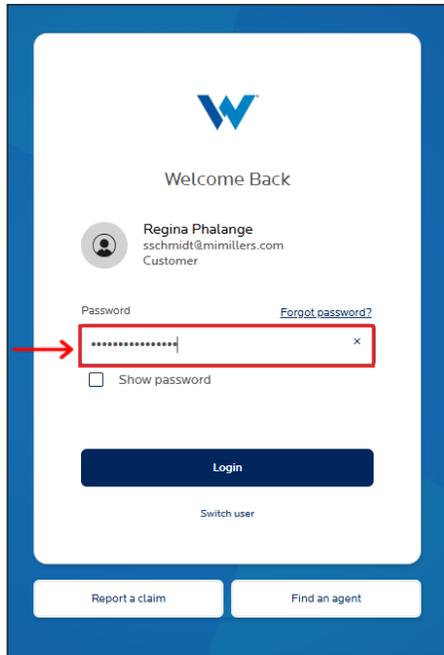




How to Log In to Make a Payment

CustomerEngage for Personal Lines



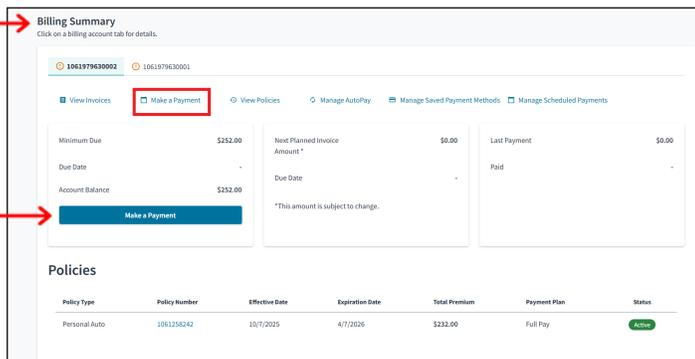
1. To log into **CustomerEngage**, begin by signing into the **customer portal**.



2. On the next page, there may be two sections if the customer has an account in MyAccount and CustomerEngage. Please note that payments must be made for each account within the separate systems. To access the **CustomerEngage** account, click **View Policies** in the section with the account number that begins with an "A".



3. This will bring up the **Account Summary** page. Use the **Billing & Payment** link under the **My Quick Links** section.



4. On the **Billing Summary** page, if payment is due, there will be a **Make a Payment** button along with the **Minimum Due**.
5. If the button is not available, use the **Make a Payment** link to begin the process.





Billing Summary
Click on a billing account tab for details.

1061379630002 1061379630001

View Invoices Make a Payment View Policies Manage AutoPay Manage Saved Payment Methods Manage Scheduled Payments

Policies Personal Auto 1061258242

Payment Options

Personal Auto (1061258242) Minimum Payment \$252.00

Account Balance \$252.00

Other \$ 157.27

Cancel Pay Now

6. Next, the **Payment Options** will be available by the **Minimum Payment** and **Account Balance**. Put a check mark next to one of the options or enter the amount in the **Other** box and choose **Pay Now**.

Please review your selection

Please confirm your selections below. Click on Proceed to Payment when you are ready to pay.

Type	Policy #	Due Date	Amount Due
Western National - Personal	4108197630002	10/30/20	\$157.27

Subtotal (1 items) \$157.27
Not including any applicable service fees.

Proceed to Payment

7. Review the selection to ensure the correct payment amount was chosen and click **Proceed to Payment**.

When would you like to pay?

Pay Today ★
You may make a One Time Payment that will process Today. Payments are real-time and will be applied to your Statement instantly.

Proceed to Payment

8. Depending on the due date of the payment, there may be a **Pay Today** and **Schedule a Payment** option. Choose one and click **Proceed to Payment**.

Payment Options Payment Information Review Payment

How would you like to pay?

If you choose to pay by credit card, the payment processor will charge a convenience fee.

InvoiceCloud Privacy Policy: <https://invoicecloud.net/privacy-policy>

New Credit/Debit Card

VISA AMERICAN EXPRESS DISCOVER Google Pay Apple Pay

How much would you like to pay?

Pay Current Due \$157.27

Continue to Payment Information

9. Next is the Payment Options page. Use the dropdown menu to select **New Credit/Debit Card, New Bank Account, Apple Pay, or Google Pay**. Then choose **Continue to Payment Information**.

Payment Options Payment Information **Review Payment**

Review your information

Your Credit/Debit Card Edit
BENEDICT HODNEY
XXXXXXXXXXXX00001111
10/30/2020
VISA

Billing Address
2310 PARSONS DRIVE
SAINT PAUL, MN
55108
wheeler1410614082@gmail.com

Enroll me in Pay by Text

Payment Summary

Policy #	Amount
01F-3a7488F-1133-4a01-bd8a-b69997a575c3	\$157.27
Subtotal	\$157.27
Service Fee*	+ \$0.00
Total	\$157.27

I agree to the InvoiceCloud Terms and Conditions

Process Payment \$157.27

10. Finally, review the payment information to ensure everything is accurate before finalizing the payment. Choose **Process Payment**.






Thank you for your payment!

A receipt for this transaction has been sent via email if it was previously provided.

[Click here to Print a receipt with additional details](#)

Total Payment Amount
\$157.27

Payment Message
APPROVED 122666

Payment Method

XXXXXXXXXXXX1111

11. Then the confirmation page, included on the left, will populate with a link that reads **Click here to Print a receipt with additional details.**