



[atlas.us.com/gopay](https://atlas.us.com/gopay)

## BASIC OVERVIEW

### Enrollment Process After Bind

- STEP 1** Insureds will receive an email from a GoPay representative 24 hours after binding to register through our GoPay website.
- STEP 2** Once registration is complete, they are provided another link to set up their ACH payment information.
- STEP 3** Once the insured sets up their ACH information, a GoPay representative will give the insured a call to assist in setting up their employees for reporting.
  - > Atlas only processes ACH payments based on premium generated.
  - > No amounts are taken without the insured being informed prior to withdrawal.
- STEP 4** The GoPay representative will also assist the insured in establishing their payroll reporting frequency and with any other questions they may have.

### Payroll Provider Set-Up

Our GoPay system integrates with most payroll providers (Please ask your underwriter for qualified providers). The only major exceptions to this are Paychex and ADP. Our GoPay system has a workaround template for insureds that run payroll through those companies.

### Assistance for Insureds

Our GoPay and Billing representatives are available from 8:30AM to 5:00PM EST.

- > For GoPay assistance please call **844.467.2946** (option 4).
- > For all other billing questions and concerns, please call **858.724.5275**.

When insureds have not reported payroll, we take a few steps to prevent cancellation.

- > An automated email goes out twice a week as reminder to report.
- > Notice of Cancellation is mailed four days after due date.
- > The Billing Team sends courtesy emails to the brokers a week before and follows up a day before cancellation.

### Payroll Frequency

The insured has the option to choose their payroll reporting frequency to best suit the needs of their company. Our available frequencies are weekly, biweekly and monthly reporting. Insureds have the option to change their frequency at any time, but they must first be current with reporting to do so.

## PREVENTING POLICY CANCELLATION

- > Automated emails
  - ▶ For GoPay policies, automated emails are sent twice a week to remind insureds to report
- > NOCs
  - ▶ For both GoPay and Installment policies, a Notice of Cancellation is sent to the insured four days after the due date
- > Final Courtesy Emails
  - ▶ A week before cancellation, courtesy reminder emails are sent out by the Billing Team
  - ▶ The first is sent a week before cancellation
  - ▶ The second is sent the day before cancellation