



## BILLING AND PAYMENT INFORMATION

The information below provides a schedule of billing options and general policies regarding billing and payments for your Workers' Compensation coverage with Alabama Retail Comp. If you have a billing or payment inquiry, please contact our Premium Administration Department at (800) 239-5423 or [support@alabamaretail.org](mailto:support@alabamaretail.org).

### Payment Plans and Billing Cycle Schedule

The chart below shows how we will bill you, according to the payment plan you select. Dates are subject to change if a date occurs on a weekend or holiday. For dates that occur on a holiday or weekend, the billing activity will be processed on the following business day.

BILL PLAN	BILL DATE	DUE DATE	PAST DUE REMINDER	PRE-CANCEL NOTIFICATION	CANCELLATION FOR UNPAID AMOUNTS
Annual	11/15	12/01	12/10	12/20	01/01 12:01 am
Quarterly	11/15	12/01	12/10	12/20	01/01 12:01 am
	02/15	03/01	03/10	03/20	04/01 12:01 am
	05/15	06/01	06/10	06/20	07/01 12:01 am
	08/15	09/01	09/10	09/20	10/01 12:01 am
Monthly	11/15	12/01	12/10	12/20	01/01 12:01 am
	12/15	01/01	01/10	01/20	02/01 12:01 am
	01/15	02/01	02/10	02/20	03/01 12:01 am
	02/15	03/01	03/10	03/20	04/01 12:01 am
	03/15	04/01	04/10	04/20	05/01 12:01 am
	04/15	05/01	05/10	05/20	06/01 12:01 am
	05/15	06/01	06/10	06/20	07/01 12:01 am
	06/15	07/01	07/10	07/20	08/01 12:01 am
	07/15	08/01	08/10	08/20	09/01 12:01 am
	08/15	09/01	09/10	09/20	10/01 12:01 am
	09/15	10/01	10/10	10/20	11/01 12:01 am
	10/15	11/01	11/10	11/20	12/01 12:01 am

### Payment Options

Paying your premium contributions shouldn't be a hassle, that's why ARC is pleased to offer a variety of payment methods to make paying your premiums simple and convenient. Our payment options include:

- AutoPay – Direct debit/EFT
- Credit Card – Online or by phone using Visa, Mastercard, Discover, or American Express
- Check or Electronic Check (E-Check) – Online or by phone
- Google Pay, Apple Pay, PayPal, and Venmo

To pay by phone 24/7, call our Interactive Voice Response (IVR) system at (844) 533-0777 using the Digital Payment ID shown on your invoice.

### Additional Information

- All billing statements are available online through the ARC Employer Portal at [arc.tropicsbreeze.com/Portal](http://arc.tropicsbreeze.com/Portal)
- To help ensure timely receipt of billing statements, please keep your billing contact information with ARC updated.
- Members may sign up for AutoPay to have amounts due automatically drafted from any major credit card or a banking account. Automatic payments are withdrawn on the 1<sup>st</sup> business day of the month due. To sign up visit [alabamaretail.org/quickpay](http://alabamaretail.org/quickpay). You will need the Digital Payment ID shown on your invoice.
- ARA Membership Dues and ARC Premium Contributions are combined and billed in installments according to the payment plan the member has selected.
- Payroll Audits are required annually. Payroll information is requested each January for the prior coverage period. If the payroll audit results in a refund for the coverage period, at the discretion of the Fund, a refund check will be mailed, or the refund may be applied first to any outstanding amounts due.
- If the payroll audit results in additional premium being owed, a bill will be generated and is due (14) days after the bill date.