



Changes to Billing FAQ

Why are there changes to billing?

- We are moving from an “any day” payment due date to a first of the month payment due date for all plans.
- To make this change, there are adjustments we need to make to your current billing schedule.

Why are you collecting a prorated amount?

- To change to a first of the month payment due date, we must collect a prorated amount that pays your plan(s) to the first of the next month.
- After that, your regular billed amount will be collected per your payment schedule (Monthly, Quarterly, Semi-Annual or Annual).

If I don't pay monthly, will I still be charged a prorated amount?

- Yes, a one-time pro-rated amount will be taken regardless of how far into the future your plan is paid in order to sync your coverage period from the 1st through the end of the month.
- Your prorated payment will be taken this month, then it will start over for all payment schedules (Monthly, Quarterly, Semi-Annual or Annual).

If the payment due date is the first of the month, will my payment always be taken on the first?

No, your new billing draft date is based your plan's effective date, see the chart below:

Effective Date	New Draft Date
1st of Month	2nd of Month
2nd of Month	3rd of Month
3rd of Month	4th of Month
4th, 11th, 12th or 13th of Month	5th of Month
5th, 14th or 15th of Month	6th of Month
6th, 16th, 17th or 18th of Month	7th of Month
7th, 19th, 20th or 21st of Month	8th of Month
8th, 22nd, 23rd or 24th of Month	9th of Month
9th, 25th, 26th or 27th of Month	10th of Month
10th or 28th of Month	11th of Month



If I'm paying after the first, will my payment be late?

No, your scheduled draft will be collected, and your plan will be considered paid on time.

Who is "Key Bank" on my bank statement?

Depending on your bank, our name and draft on your statement may appear under "Key Bank" or Chesapeake-SureBridge, Chesapeake Life Insurance or Midwest Life Insurance.

For further questions, please contact Customer Service at (800) 815-8535. We are available Monday through Friday from 8 a.m. to 5 p.m.