



*Making Insurance Right.®*

## Payment Options

Premium payments should be forwarded directly to the lockbox facility, either with a payment stub, or with the Billing Account Number written clearly on the check. This will ensure the fastest possible turnaround time.

### Lockbox Addresses

**Policies issued under  
Middlesex Mutual Assurance Co.**  
P O Box 981035  
Boston, MA 02298-1035

**Policies issued under  
Holyoke Mutual Insurance Co.**  
P O Box 981066  
Boston, MA 02298-1066

The following payment types and transaction requests should be sent to the Billing Services Department in Salem, MA:

- **New Business down payments**
- **Commission payments**
- **EFT change requests**
- **Pay plan change requests**
- **Overnight Payments**

**Mail:** MiddleOak Billing Services, 1 Holyoke Square, Salem MA 01970

**Email:** [Billingservices@middleoak.com](mailto:Billingservices@middleoak.com)

**Fax:** 1-800-246-5965

## Online Banking

MiddleOak accepts electronic payments from the following vendors:

- Check Free
- Metavante
- On-line Resources

## EFT/Automatic Withdrawal

MiddleOak offers an EFT payment option in which funds are automatically deducted from the insured's checking or savings account on the date of their choice.

### Required Documentation:

- Completed and signed Account Bill Form requesting EFT

#### **Link to Holyoke Mutual Insurance Co. Account Bill Form:**

<https://www.middleoak.com/AgencyForms/ReadFSServlet?formName=151045HMICAcctBillRequest0409.pdf>

#### **Link to Middlesex Mutual Assurance Co. Account Bill Form:**

<https://www.middleoak.com/AgencyForms/ReadFSServlet?formName=B15261202.pdf>

- Voided check

### Note:

- If the withdrawal date is greater than the number of days in the billing month, withdrawal will be made on the first business day of the next billing month. If the withdrawal date falls on a holiday, or weekend, withdrawal will be on the first business day following the holiday or weekend.
- A signed form is required to resume EFT withdrawals after removal due to insufficient funds.

## Western Union Speedpay®

MiddleOak offers a one-time payment option on-line or over the phone through Western Union Speedpay® for **Personal Lines Accounts**. This service is available 24/7. The maximum payment allowed is \$5,000.00 per transaction for ACH payments and \$1,000 per transaction for credit card payments. There is a convenience fee of \$4.95 charged by Western Union to utilize this service.

ACH and credit/debit cards are accepted (Visa, MasterCard and Discover)

### **Link to Western Union Speedpay®:**

[www.middleoak.com](http://www.middleoak.com) or [www.middleoak.speedpay.com](http://www.middleoak.speedpay.com)

Or dial **1-866-247-7413** to make a payment over the phone.