

How to Use Mendota/Advantage Auto's NEW Automated Payment Option

Notes:

Customers can use this option 24/7

The system says Advantage Auto Insurance's Automated Payment System

- ❖ Call 800-422-0792
- ❖ Press #5 for Policy Customer Service Department
- ❖ Press #2 to make a payment
 - This system only accepts credit card payments
- ❖ Press #1 for English, Press #2 for Spanish
- ❖ Press #1 to audibly speak your information, Press #2 to do via touch-tone
- ❖ Press #0, if you are calling from the phone number on record
 - If you are calling from a different number, type the number or say it
 - You will be given the chance to confirm the number typed/said is correct
- ❖ Type/speak your 5 digit zip code
 - You will be given the chance to confirm the number typed/said is correct
- ❖ The system will pull your policy and advise if it is active and the amount due
 - If it is cancelled, the customer will not be able to use the system and will need to speak to Customer Service
- ❖ Follow the prompts to type/say your credit card number, expiration date, and security code (CVC)
- ❖ If the payment is successful, the customer will receive a confirmation code