

**THE HANOVER INSURANCE GROUP
PERSONAL LINES FEE SCHEDULE - MASSACHUSETTS
Private Passenger Automobile**

INSTALLMENT FEE

\$6.00

LATE FEE

A fee in the amount of **\$25.00** will be assessed on all Personal Lines Direct Bill and Account Bill policies if payment has not been received three (3) days after the due date. A legal notice of intent to cancel for nonpayment of premium will be issued at that time and it will include the late fee and the original amount billed.

Policyholders will be notified of the company's intent to assess this fee on their bill statement 65 days in advance.

Payments received prior to the cancellation of the policy for nonpayment of premium will be applied first to the late fee and then to the outstanding premium. For any policy where the payment is not received, it will be cancelled and the late fee will become part of the outstanding earned premium due to the company.

NON-SUFFICIENT FUNDS/ACCOUNT CLOSED FEE

A fee in the amount of **\$30.00** will be charged on all Personal Lines Direct Bill and EFT payments returned by our banks to us for non-sufficient funds and account closed situations. To include all policies utilizing these billing methods for all Commercial P & C lines of business. This fee is not part of the premium and is only applied when a bad check is remitted.

~~CITIZENS INSURANCE COMPANY
PRIVATE PASSENGER AUTOMOBILE
INSTALLMENT FEE PROGRAM~~

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The following Service Charges are applicable to Citizens Insurance Company Direct Billing installment plans:

- ~~\$5 per installment after the initial payment for all direct bill policies.~~

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Response Letter for HNVR-125397785

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SERFF Tracking HNVR-125397785 **State:** Massachusetts

Number:

Filing Company: Citizens Insurance Company of **State Tracking** 110949
America **Number:**

Company Tracking PA-MA-07607-06

Number:

TOI: 19.1/21.4 Private Passenger **Sub-TOI:** 19.1002/21.1000 PPA Liability and Physical Damage
Auto Combination

Product Name: Private Passenger Automobile

Project Name: Private Passenger Automobile; Installment Fee

Status : Submitted to State
Submitted Date: 01/23/2008 04:26 PM

Dear Jerry Condon,

Introduction:

Response 1:

Comments: *

Dear Mr. Condon – Thank you for your telephone call yesterday and Objection Letter concerning this filing.

The following is our response:

Comment 1:

Please provide a copy of the current insurance ppa payment plan with related fees for comparison purposes.

Response 1:

Please be advised that in addition to the requested installment fee, we wish to amend this filing to also include our payment plans and fees.

We have attached our payment plan document PA-Pay Plans-1 to the Rate/Rule schedule. As Citizens is a new company that is being introduced in Massachusetts effective 4/1/08, this is a first time filing of these plans and fees for Citizens.

We also wish to request a Non-Sufficient Funds fee of \$30 and a late fee of \$25 to be used in Citizens. These fees were approved in our Hanover Insurance Company effective May 1, 2007. We have attached a copy of the approval letter for the Hanover filing for your convenience.

Comment 2: Also, please complete motor vehicle checklist question below

Response 2: We have attached the requested completed checklist.

We hope that our filing will now be in order for approval. Please let us know if you have any further questions.

Thank you for your assistance. Ann-Marie T. Blute, The Hanover Insurance Group

CITIZENS INSURANCE COMPANY OF AMERICA

PERSONAL AUTO PAYMENT PLANS

Type of Plan: 12 Month Policy Term

- Prepaid Full payment of premium is due on the policy effective date or can be submitted in advance with the application. No fees.
- Four-Pay Four installments of 25% each. First deposit is due on the policy effective date or can be submitted in advance with the application. The remaining three payments of premium and installment fees are due at two, five and eight months from the policy effective date.
- Ten-Pay Down payment equaling 20% of the annual premium with nine remaining installments. The installment fee is added onto the nine subsequent premium amounts.

Type of Plan: Account Billing Plan

- Ten-Pay 10% down of the total premium and nine subsequent payments of premium each for 10% of the total premium payment. The installment fee is added onto the nine subsequent premium amounts.

All policies on account bill must be written for an annual (12 month) term.

Type of Plan: Agency Bill

- Twelve-Pay Twelve equal installments over the term of the policy. No installment fee.

All policies on agency bill must be written for an annual (12 month) term.

Type of Plan: Electronic Funds Transfer (EFT)

- Twelve-Pay Twelve equal installments over the term of the policy. No installment fee.

Type of Plan: Payroll Deduction

- Twelve-Pay Twelve equal installments over the term of the policy. No installment fee.

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