

COMMERCE INSURANCE COMPANY

**SUMMARY OF DIGITAL CHANNEL INSTALLMENT PLAN FOR MASSACHUSETTS PRIVATE PASSENGER AUTOMOBILE POLICIES
Effective 8/1/2017**

	New Business	Renewal and Book Transfer Business	EFT New Business	EFT Renewal Business
Down Payment	20%	10%	8%	8.33%
Number of Installments Including Down Payment	11	11	Up to 12, depending on how far in advance application was submitted to company	12
Installment Fees (Applied to Each Invoice or Deduction After the Policy Effective Date)	\$8.00 Mail Bill	\$8.00 Mail Bill	\$1.00	\$1.00
Late Fee (Assessed when payment is not received within 5 days of the due date and a Statutory Notice of Cancellation is not being issued.)	\$7.00	\$7.00	N/A	N/A
Returned Payment Fee	\$29.00	\$29.00	\$29.00	\$29.00
Cancellation Fee (Assessed When a Statutory Notice of cancellation is Issued for Non-Payment of Premium)	\$29.00	\$29.00	N/A	N/A
*Additional Information / Comments	1. 100% of the premium is required for any policy that was cancelled for non-payment of premium within the preceding 24 months. 3. Policyholders can make online payments, mail payments, or by calling our Customer Service Department. Payments made over the phone are charged a Pay By Phone Fee of \$2.95.			

COMMERCE INSURANCE COMPANY

**SUMMARY OF DIGITAL CHANNEL INSTALLMENT PLAN FOR MASSACHUSETTS PRIVATE PASSENGER AUTOMOBILE POLICIES
Effective 05/01/2017**

	New Business	Renewal and Book Transfer Business	EFT New Business	EFT Renewal Business
Down Payment	20%	10%	8%	8.33%
Number of Installments Including Down Payment	11	11	Up to 12, depending on how far in advance application was submitted to company	12
Installment Fees (Applied to Each Invoice or Deduction After the Policy Effective Date)	\$8.00 Mail Bill	\$8.00 Mail Bill	\$1.00	\$1.00
Late Fee (Assessed when payment is not received within 5 days of the due date and a Statutory Notice of Cancellation is not being issued.)	\$7.00	\$7.00	N/A	N/A
Returned Payment Fee	\$29.00	\$29.00	\$29.00	\$29.00
Cancellation Fee (Assessed When a Statutory Notice of cancellation is Issued for Non-Payment of Premium)	\$29.00	\$29.00	N/A	N/A
*Additional Information / Comments	1. 100% of the premium is required for any policy that was cancelled for non-payment of premium within the preceding 24 months. 3. Policyholders can make online payments, mail payments, or by calling our Customer Service Department. Payments made over the phone are charged a Pay By Phone Fee of \$2.95.			

The Commerce Insurance Company
DIGITAL CHANNEL FEE FREQUENCY
Exhibit 1

DIGITAL CHANNEL Policies in Force 4577			NON DIGITAL CHANNEL Policies in Force 714858		
Fee Type	Fee Count	% of Policies Incurring Fee	Fee Type	Fee Count	% of Policies Incurring Fee
Non-Sufficient Funds Fee	1399	30.50%	Non-Sufficient Funds Fee	30121	4.20%
Cancellation Fee	1494	32.60%	Cancellation Fee	201593	28.20%
Late Fee	215	4.60%	Late Fee	323178	45.00%

With a large number of policies currently on our monthly payment plan exhibiting poor payment behavior to help offset the high operational cost of policies on payment plans Commerce proposes the installment fee amount to be \$8.00

Fee Type	Non- Digital Channel Vol. Personal Auto (Non-Broker)	Vol. Personal Auto Digital Channel
Installment Fee	\$6.00	\$8.00
EFT Fee	\$1.00	\$1.00 (no change)
Non-Sufficient Funds Fee	\$25.00	\$29.00
Cancellation Fee	\$25.00	\$29.00
Phone Fee	\$2.95	\$2.95 (no change)
Late Fee	\$5.00	\$7.00