



Paperless Billing

Portal Instruction Guide – Policyholder Portal

Click on any Table of Contents section to go directly to that section.

Enroll 1

Opt-Out..... 3

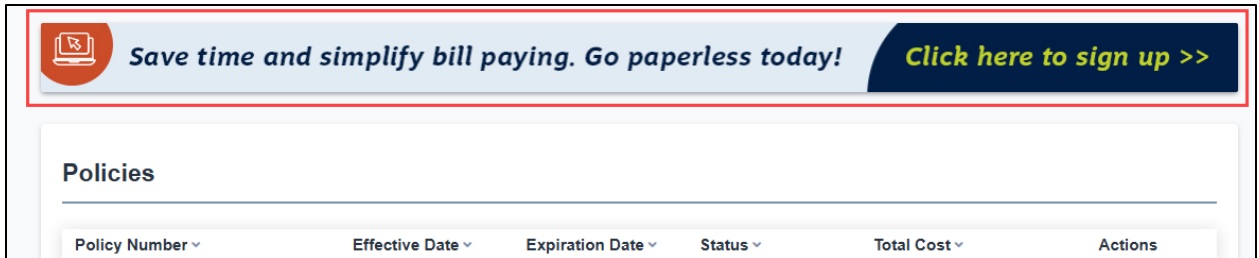
Where to Get Help 4

NOTE: Log in to the Customer portal using Google Chrome, Microsoft Edge, or Mozilla Firefox.

Enroll

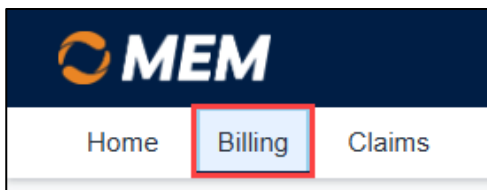
NOTE: With paperless billing, you'll receive timely email notifications for new statements, attached as secure PDFs. Renewal notices, reminders, and payroll reports will be sent separately.

1. Select the **Graphic Banner** on the customer portal home screen.



OR

In the top left of the Home Screen, select the **Billing Tab**.





Select **GO Paperless Today! Click Here to Sign Up.**

The screenshot shows the MEM Billing Summary page. The 'Billing' tab is selected in the top navigation. The 'Billing Summary' section displays the following information:

Balance due	\$0.00
Past due	\$0.00
Last payment received	\$20,717.00 on March 19, 2025 View payment history
Billing plan	MEM: Monthly Reporting View payroll schedule
Auto pay	No
Delivery method	Mail Go Paperless Today! Click Here to Sign Up

Buttons at the bottom include 'Make a Payment' and 'View Account Activity report'.

2. Select the **Pencil Icon** under Billing Details.

The screenshot shows the MEM Billing Details page. The 'Delivery method' is set to 'Mail'. A pencil icon in the top right corner is highlighted with a red box. The form contains the following details:

Company name	Kirchman Kitchens	Email	kirchmankitchens@gmail.com
Address line 1	101 N KEENE ST	Primary phone	Work
City	COLUMBIA	Home phone	-
ZIP code	65201	Work phone	573-442-0593
State	Missouri	Mobile phone	-
		Work phone	573-442-0593
		Primary phone	573-442-0593

3. Select **Paperless**.

4. Review or update your **Email**.

5. Select **Save**.

NOTE: An email is required to select Paperless.

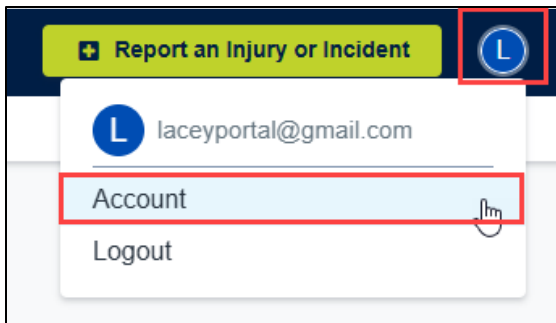
The screenshot shows the MEM Billing Details page with the 'Delivery method' set to 'Paperless'. The 'Email' field is highlighted with a red box. The form contains the following details:

* Company name	Kirchman Kitchens	* Email	kirchmankitchens@gmail.com
* Address line 1	101 N KEENE ST	Primary phone	Work
Address line 2		Home phone	-
Address line 3		Work phone	573-442-0593
City	COLUMBIA	Mobile phone	-
* ZIP code	65201	Work phone	573-442-0593
* State	Missouri	Primary phone	573-442-0593

Buttons at the bottom include 'Cancel' and 'Save'.

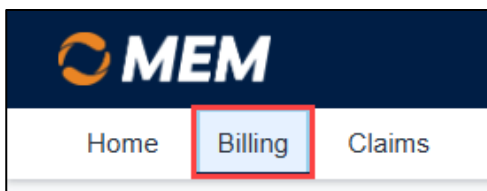
Opt-Out

1. Select your **User Profile** in the top right corner of the home screen and select **Account**.

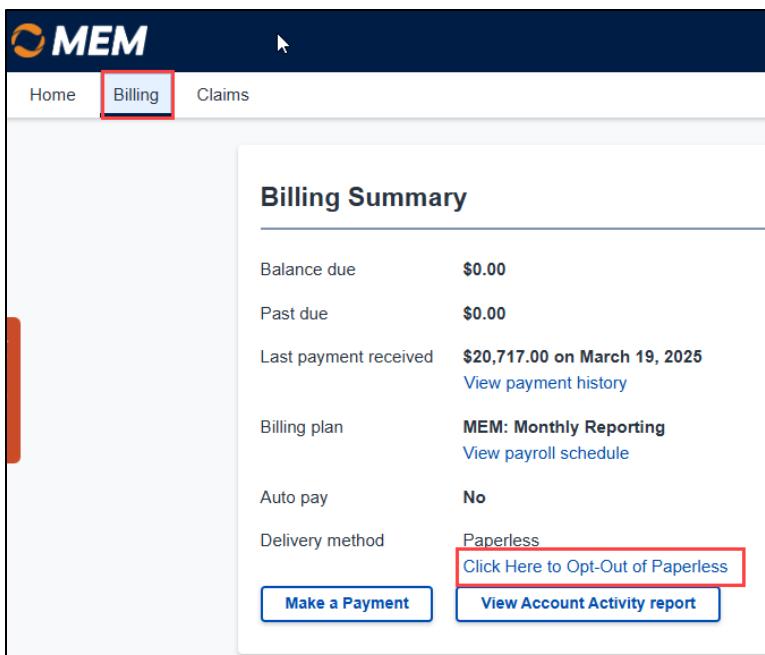


OR

In the top left of the Home Screen, select the **Billing Tab**.

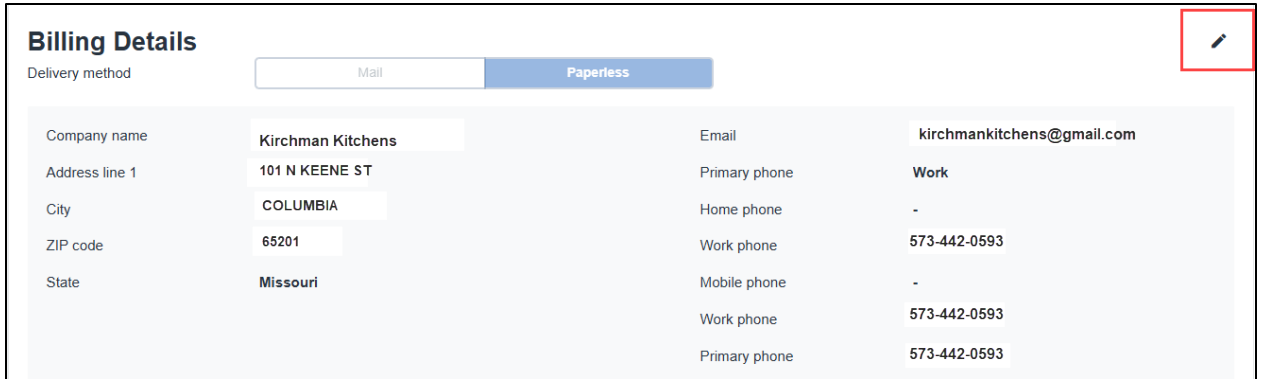


Select **Click Here to Opt-Out of Paperless**.





2. Under Billing Details, select the **Pencil Icon**.



The screenshot shows the 'Billing Details' form. At the top, there are two tabs: 'Mail' and 'Paperless'. The 'Paperless' tab is currently selected. In the top right corner, there is a pencil icon inside a red square, which is the target for step 2. Below the tabs, the form contains the following fields:

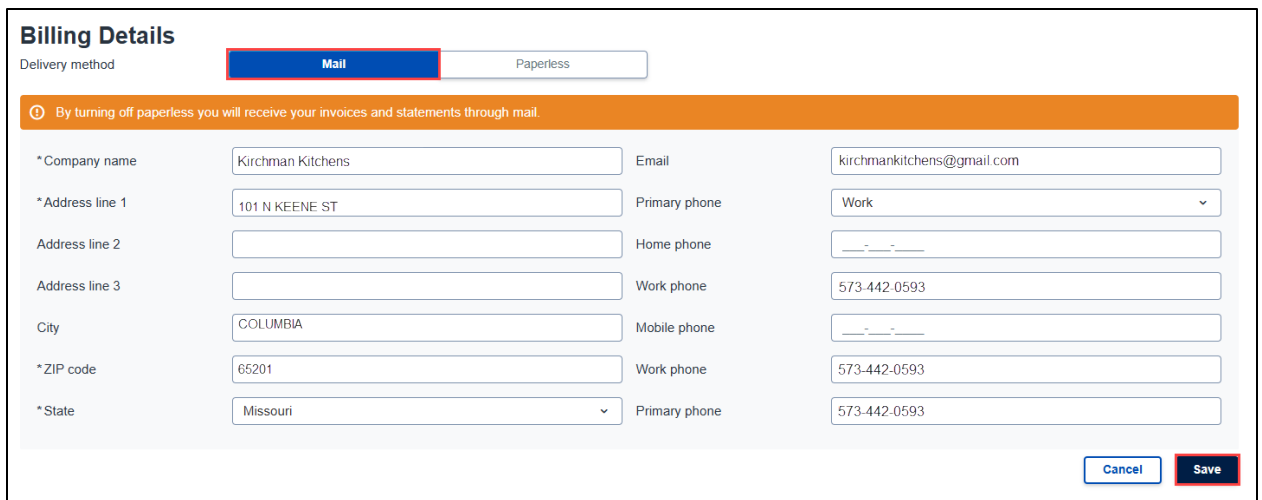
Company name	Kirchman Kitchens	Email	kirchmankitchens@gmail.com
Address line 1	101 N KEENE ST	Primary phone	Work
City	COLUMBIA	Home phone	-
ZIP code	65201	Work phone	573-442-0593
State	Missouri	Mobile phone	-
		Work phone	573-442-0593
		Primary phone	573-442-0593

3. Select **Mail**.

NOTE: A pop-up message appears stating information will be received by mail.

NOTE: An address is required to select Mail.

4. Select **Save**.



The screenshot shows the 'Billing Details' form with the 'Mail' tab selected. An orange notification bar at the top states: "By turning off paperless you will receive your invoices and statements through mail." The form fields are as follows:

* Company name	Kirchman Kitchens	Email	kirchmankitchens@gmail.com
* Address line 1	101 N KEENE ST	Primary phone	Work
Address line 2		Home phone	__-__-__
Address line 3		Work phone	573-442-0593
City	COLUMBIA	Mobile phone	__-__-__
* ZIP code	65201	Work phone	573-442-0593
* State	Missouri	Primary phone	573-442-0593

At the bottom right, there are two buttons: 'Cancel' and 'Save'. The 'Save' button is highlighted with a red border.

Where to Get Help

If this document does not address your questions, please contact **Customer Care** at customer care@mem-ins.com or 800.442.0593.