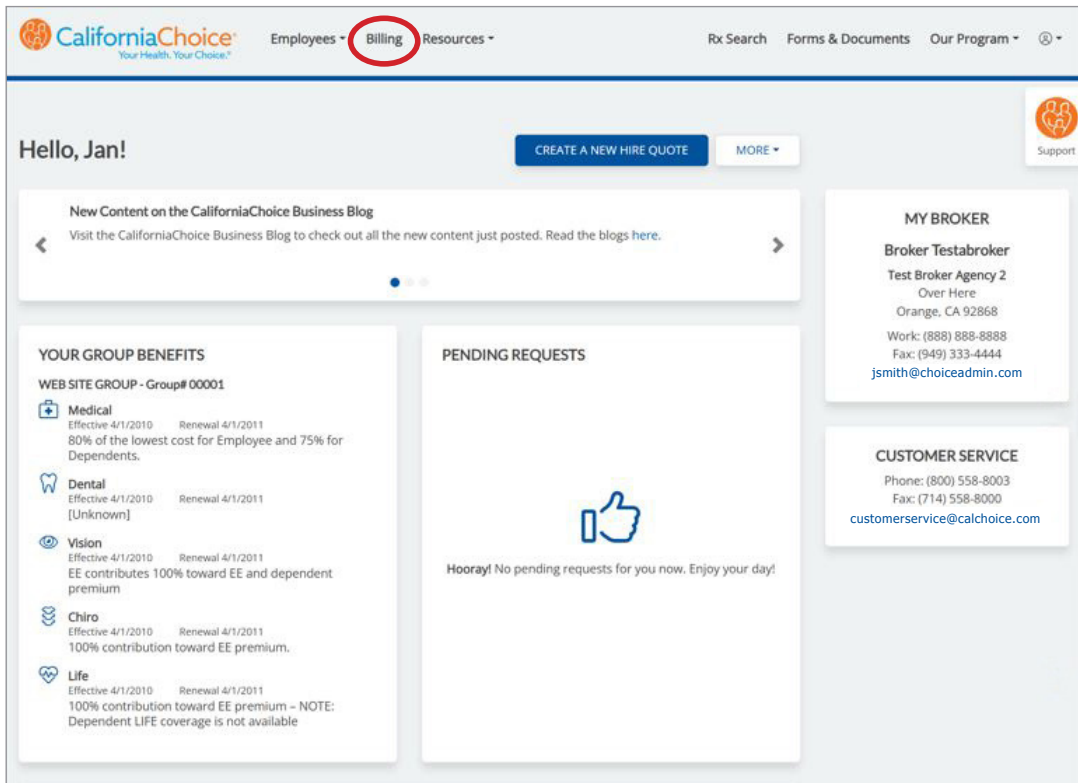


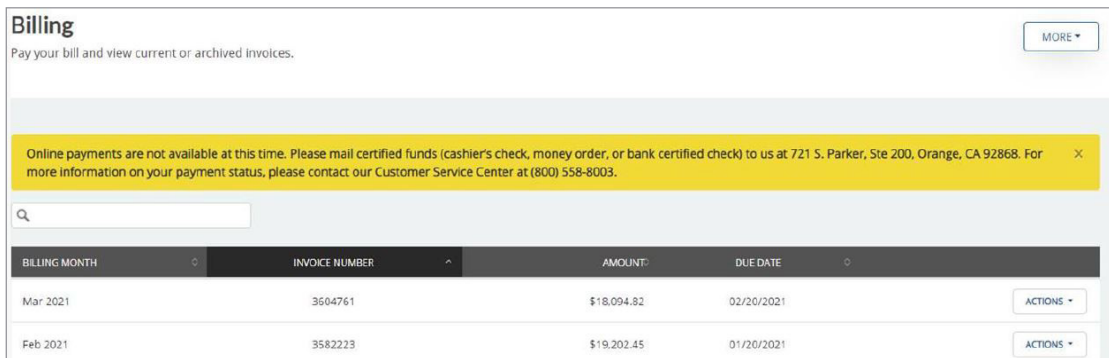
Skip the mail and make payments the fast, secure, and eco-friendly way with online bill pay at calchoice.com.

**Step 1:** Log into CalChoice.com and view the homepage. To get started, select **Billing** from the top navigation.



The screenshot shows the CaliforniaChoice homepage. At the top, there is a navigation bar with 'Employees', 'Billing' (circled in red), and 'Resources'. Below the navigation bar, the user is greeted with 'Hello, Jan!' and a 'CREATE A NEW HIRE QUOTE' button. The main content area is divided into several sections: 'New Content on the CaliforniaChoice Business Blog', 'YOUR GROUP BENEFITS' (listing Medical, Dental, Vision, Chiro, and Life benefits), 'PENDING REQUESTS' (showing a thumbs up icon and the message 'Hooray! No pending requests for you now. Enjoy your day!'), 'MY BROKER' (listing Test Broker Agency 2), and 'CUSTOMER SERVICE' (providing contact information).

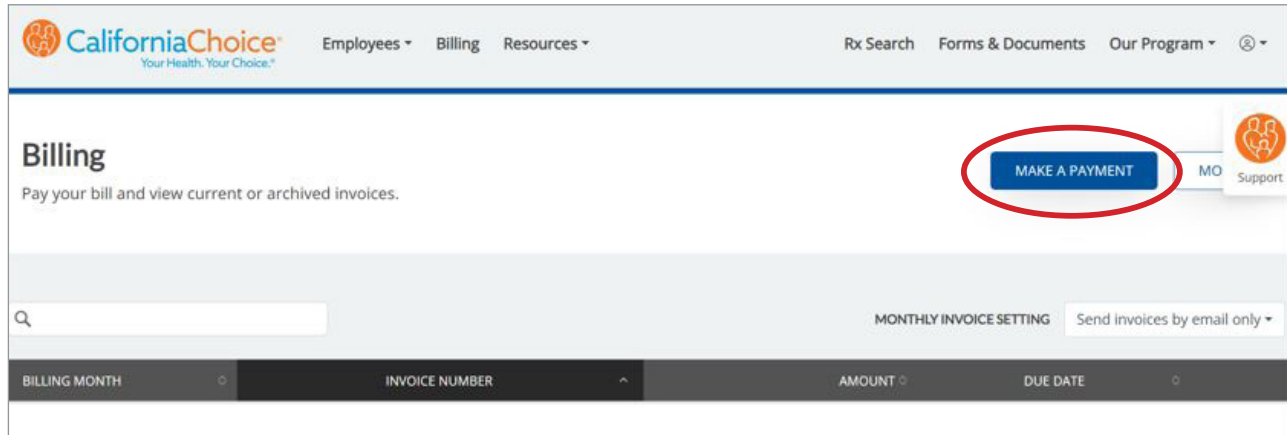
Your billing portal allows you to view your monthly invoices by amount and due date in one place.



The screenshot shows the Billing portal. At the top, there is a 'Billing' section with the text 'Pay your bill and view current or archived invoices.' and a 'MORE' button. Below this, there is a yellow banner with the message: 'Online payments are not available at this time. Please mail certified funds (cashier's check, money order, or bank certified check) to us at 721 S. Parker, Ste 200, Orange, CA 92868. For more information on your payment status, please contact our Customer Service Center at (800) 558-8003.' Below the banner is a search bar. At the bottom, there is a table of invoices:

BILLING MONTH	INVOICE NUMBER	AMOUNT	DUE DATE	ACTIONS
Mar 2021	3604761	\$18,094.82	02/20/2021	ACTIONS
Feb 2021	3582223	\$19,202.45	01/20/2021	ACTIONS

**Step 2:** Click on **Make a Payment** on the right side. You may need to disable pop up blockers.










**Step 3:** You'll be provided with **Terms of Service**. After you've read the information, select **"I Agree."**

<ul style="list-style-type: none"> <li>Make a Payment</li> <li>Online Payment History</li> <li>Payment Accounts</li> <li>Recurring Payments</li> <li>Customer Service</li> <li>Log Out</li> </ul>	<p style="text-align: center;"><b>TERMS OF SERVICE</b></p> <p><b>CaliforniaChoice Online E-Check Terms of Service Agreement</b></p> <p><b>IT IS IMPORTANT THAT YOU READ THIS.</b></p> <p>By accessing or using CaliforniaChoice Online E-Check website, you agree to be bound by all of the Terms of this Agreement. If you do not accept these terms and conditions, do not use this website.</p> <p>Please check the Terms of Service frequently as CaliforniaChoice may unilaterally modify the Terms of Service at any time, and you agree that such modifications will be effective immediately upon posting of the modified Agreement. The most up to date version of the Terms of Service will always be available for your review on this website. Your continued use of this website after any such modifications, will constitute your acceptance of such modifications.</p> <p>CaliforniaChoice Online E-Check Service is provided to facilitate access to view and pay your statements online. The Online Bill Pay Service sends information about your CaliforniaChoice account statements directly to your email account which you provided on enrollment into the system and allows you to pay the statements online. The email sent to your email account on file will include a digitized copy of your current bill.</p> <p>CaliforniaChoice and its partners will make every reasonable effort to ensure full performance of the Online E-Check Service and, on a timely basis, work with you to resolve any disputes that may arise. CaliforniaChoice does not assume responsibility for delays or service interruptions which may occur in public communications facilities not under its control which may affect the accuracy or timeliness of email messages you receive from this website.</p> <p>Any information sent by CaliforniaChoice to you through this website via email is believed to be reliable and accurate. CaliforniaChoice will not be liable for any deficiencies in the accuracy, completeness, availability or timeliness of such information or for any decision made using this information.</p> <p>In addition, please take note of the following guidelines, which will assist you in detecting certain types of Internet and e-mail fraud (i.e. "phishing").</p> <ol style="list-style-type: none"> <li>1. Online E-Check will never send you an e-mail requesting you to validate personal information electronically.</li> <li>2. Online E-Check will never ask you to update your social security number, date of birth, or driver's license number via e-mail.</li> <li>3. Once you have enrolled in Online E-Check, you can update your personal information by logging into your account to make the appropriate changes.</li> </ol> <p><b>CaliforniaChoice does not make any warranties concerning the Online E-Check service including, without limitation, any warranties of merchantability, fitness for a particular purpose or non-infringement of third party proprietary rights unless disclaiming such warranties is prohibited by law. CaliforniaChoice makes no warranties other than those expressly set forth in this agreement. CaliforniaChoice will not be liable for any damages of any kind arising from the use of this site, including, but not limited to, direct, indirect, incidental, consequential and punitive damages. You expressly agree that your use of this site is at your sole risk.</b></p> <p>CaliforniaChoice is committed to protecting your privacy. Your personal information is collected and stored by the City's vendor and is used only for applying your payments and displaying your statements online. CaliforniaChoice does not store or maintain any of your personal information that is submitted to this website.</p> <p>You agree that you will not intentionally provide false information when accessing or using CaliforniaChoice Online E-Check services. You also agree that you will not falsify, forge, or otherwise tamper with any information in the emails you receive as part of the Online E-Check service.</p> <p>The Online E-Check website has security measures in place to protect against the loss, misuse, or alteration of the information you provide. Our Online Payment server software conforms to industry standards utilizing Secure Sockets Layer (SSL) technology, a leading industry standard available for securing commerce transactions.</p> <p><b>Our Credit Card Data Responsibility</b></p> <p>We are responsible for the merchant cardholder data that our system stores or transmits on behalf of the customer, and will maintain compliance with all applicable PCI DSS requirements. Customers are requested to notify us in the event that they experience issues that may affect the security, availability or privacy of the services they are utilizing.</p> <p style="text-align: center;"> <a href="#">Back</a>   <a href="#">Print Terms of Service</a> </p>
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**Step 4:** You will be directed to a screen with a variety of options for next steps. We'll walk you through each option.


Online E-Check | Customer Service

<p><b>Make a Payment</b></p> <p><b>Online Payment History</b></p> <p><b>Payment Accounts</b></p> <p><b>Recurring Payments</b></p> <p><b>Customer Service</b></p> <p><b>Log Out</b></p>	<p>Group Name: <b>WEB SITE GROUP</b></p> <p>Group Email: <b>group.name@calchoice.com</b></p> <p>Group: <b>CaliforniaChoice</b></p>	<p>Group Number: <b>00001</b></p> <p>Total Outstanding Balance: <b>\$0.00</b></p> <p>Amount Past Due: <b>\$0.00</b></p>
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**Make a Payment**  
[Click here](#) to make a payment using a stored bank account.

**Online Payment History**  
[Click here](#) to access your online payment history.

**Payment Accounts**  
[Click here](#) to create or modify your bank account information.

**Recurring Payments**  
[Click here](#) to schedule automatic recurring payments.

**Customer Service**  
[Click here](#) to contact our customer service.

## 1. Payment Accounts

Select **Payment Accounts** to set up online bill pay. Then, enter the details for the account you'd like to use for your monthly payments.



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**Create Payment Account**

Please take a minute to complete this form.

Account Holder Name:

Bank Name:

Bank Account Type: Checking  Savings

(\*) Routing number is located between two of these symbols ⇄

Bank Routing Number:

Re-enter Routing Number:

(\*) Account Number can vary in length, will have this symbol after it ||

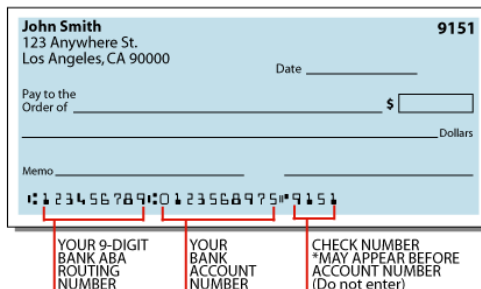
Bank Account Number:

Re-enter Account Number:

Back Clear Account Number Continue

**Please do not enter your check number!**

You can use a bank account from any financial institution that accepts electronic debits. Refer to the sample check below for the location of the ABA routing number and your bank account number. Some financial institutions do not follow this same pattern of the ABA routing number and bank account number. For any questions regarding your bank information, please contact your financial institution.



**John Smith** 9151  
123 Anywhere St.  
Los Angeles, CA 90000 Date \_\_\_\_\_

Pay to the Order of \_\_\_\_\_ \$ \_\_\_\_\_ Dollars

Memo \_\_\_\_\_

⑆ 234567890 235689759151 ⑆

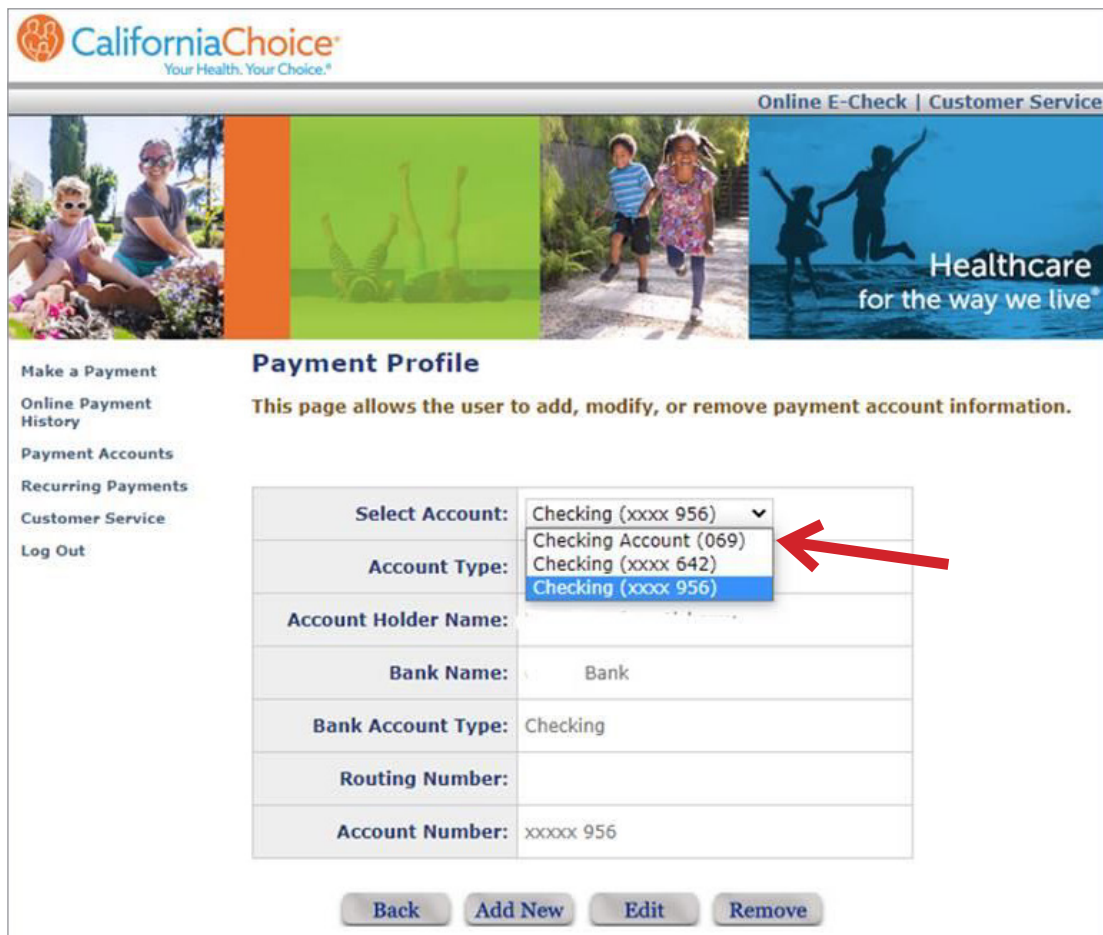
YOUR 9-DIGIT BANK ABA ROUTING NUMBER

YOUR BANK ACCOUNT NUMBER

CHECK NUMBER \*MAY APPEAR BEFORE ACCOUNT NUMBER (Do not enter)

By supplying this information and completing the transaction, I hereby authorize CaliforniaChoice to initiate a debit against the above Bank Account, and to charge the same to such Bank Account. I acknowledge that the origination of ACH transactions to my Account must comply with the provisions of U.S. law. (All payments are in U.S. dollars and from a United States Financial Institution)

Up to six payment accounts can be added and saved and then chosen from a drop down menu. You will also have the ability to edit and remove these accounts at any time by clicking on the links shown below. The edit screen will not allow you to change the bank routing number or account number. For these edits, the payment account will need to be removed and added back again with the correct information. In the edit screen you will be able to name your bank account, change the account holder name, or the bank name.



The screenshot shows the CaliforniaChoice website interface. At the top, there is a navigation bar with the CaliforniaChoice logo and the tagline "Your Health. Your Choice." On the right side of the navigation bar, it says "Online E-Check | Customer Service". Below the navigation bar, there are four images: a woman and a child sitting on a bench, a person doing a yoga pose, a family walking on a path, and a silhouette of a family jumping in the water with the text "Healthcare for the way we live".

The main content area is titled "Payment Profile" and includes a sub-header: "This page allows the user to add, modify, or remove payment account information." On the left side, there is a sidebar menu with the following items: "Make a Payment", "Online Payment History", "Payment Accounts", "Recurring Payments", "Customer Service", and "Log Out".


The "Payment Profile" form contains the following fields:





- Select Account:** A dropdown menu with the following options: "Checking (xxxx 956)", "Checking Account (069)", "Checking (xxxx 642)", and "Checking (xxxx 956)". A red arrow points to the "Checking (xxxx 956)" option.
- Account Type:** A dropdown menu with the option "Bank".
- Account Holder Name:** A text input field.
- Bank Name:** A text input field with the value "Bank".
- Bank Account Type:** A dropdown menu with the option "Checking".
- Routing Number:** A text input field.
- Account Number:** A text input field with the value "xxxxxx 956".

At the bottom of the form, there are four buttons: "Back", "Add New", "Edit", and "Remove".

## 2. Make a One-Time Payment

Select **Make a Payment** to access the one-time payment option. Complete the fields, submit, and you will receive a confirmation number that will act as the payment check number on your next invoice.


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**Make a Payment**

Online Payment History

Payment Accounts

Recurring Payments

Customer Service

Log Out

### Make One-Time Payment


**Please Note:**  
Once payments are submitted, they cannot be changed or cancelled.


**If a payment is made after 3:00pm or on a weekend day or holiday, the payment will be accepted on the next business day.**

Payments are due by the 20th of the month prior to the month of coverage.

Payments received after the 12th of the month of coverage will be subject to a 10% late fee.

Full Premium is due by the last business day of the month of coverage to avoid group cancellation.



<b>Select Account:</b>	Checking (xxxx 188) ▼
<b>Account Type:</b>	Bank Account
<b>Account Holder Name:</b>	UnitedAccount Holder LLC
<b>Bank Name:</b>	Bank
<b>Bank Account Type:</b>	Checking
<b>Routing Number:</b>	• • •
<b>Account Number:</b>	xxxxx 188
<b>Group Number:</b>	• • •
<b>Current Balance:</b>	<input checked="" type="radio"/> \$0.00
<b>Dollar Amount:</b>	<input type="radio"/> <input style="width: 40px;" type="text" value="0"/> <input style="width: 40px;" type="text" value="00"/>
<b>Payment Date:</b>	February ▼ 24 ▼ 2021 ▼ 

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Next

[Terms of Service](#)

## 3. Recurring Payments

If you have an account, and haven't set up recurring payments, you will see the first screen. Select activate to initiate recurring payments. If you have auto-pay set up, you will see the second screen. To change the account that auto-pay drafts from, click deactivate for the current account and activate to set up the new account.



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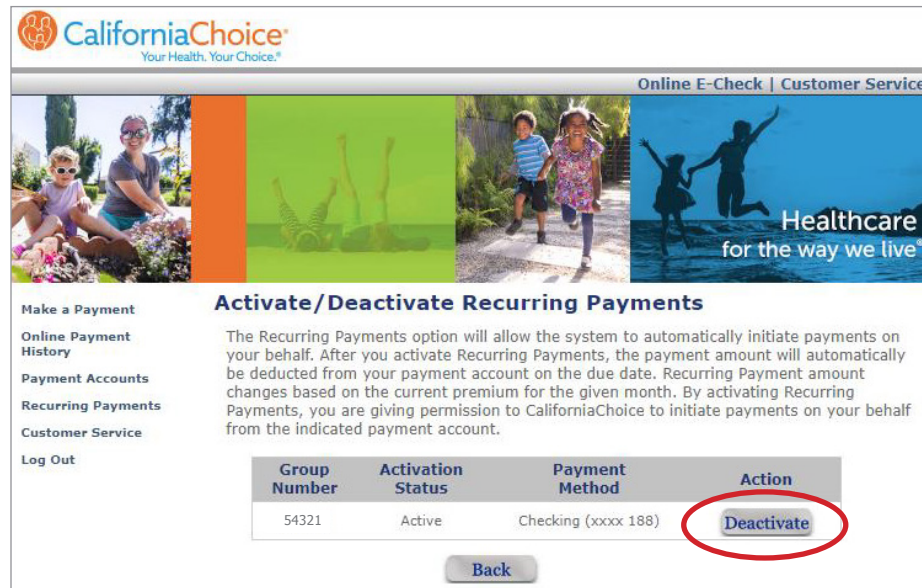
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**Activate/Deactivate Recurring Payments**

The Recurring Payments option will allow the system to automatically initiate payments on your behalf. After you activate Recurring Payments, the payment amount will automatically be deducted from your payment account on the due date. Recurring Payment amount changes based on the current premium for the given month. By activating Recurring Payments, you are giving permission to CaliforniaChoice to initiate payments on your behalf from the indicated payment account.

Group Number	Activation Status	Payment Method	Action
98765	Inactive	N/A	<b>Activate</b>

Back



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**Activate/Deactivate Recurring Payments**

The Recurring Payments option will allow the system to automatically initiate payments on your behalf. After you activate Recurring Payments, the payment amount will automatically be deducted from your payment account on the due date. Recurring Payment amount changes based on the current premium for the given month. By activating Recurring Payments, you are giving permission to CaliforniaChoice to initiate payments on your behalf from the indicated payment account.

Group Number	Activation Status	Payment Method	Action
54321	Active	Checking (xxxx 188)	<b>Deactivate</b>

Back

## 4. Online Payment History

Includes Payment Dates, Payment Amounts, Payment Type (only online payments will be displayed here; no paper checks will be reflected), and Online Payment Status.


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- Make a Payment
- Online Payment History**
- Payment Accounts
- Recurring Payments
- Customer Service
- Log Out

### Online Payment History

**Please note:**  
This page displays payments that were made through CaliforniaChoice Online E-Check service only. This page does not reflect payments that were made by mail.

If you have a question about the status of any of your payments, please contact CaliforniaChoice Customer Service Center by calling (800) 558-8003.

Payment Date	Payment Amount	Payment Type	Online Payment Status
January 28, 2021	\$15,396.97	Paid Online	Paid
December 31, 2020	\$3,250.00	Paid Online	Paid
December 31, 2020	\$12,146.97	Paid Online	Paid
November 30, 2020	\$15,396.84	Paid Online	Paid
October 19, 2020	\$15,919.00	Paid Online	Paid
August 21, 2020	\$14,887.60	Paid Online	Paid
July 27, 2020	\$33,025.48	Paid Online	Paid

CaliforniaChoice Online E-Check system does not accept payments of less than \$1.00.

Online Payment Status	Definition
Scheduled	A payment has been initiated through the system. The payment is pending processing on a future date.
Submitted	A payment has been submitted to the bank for processing.
Paid	The payment has been deposited into CaliforniaChoice's bank account.
Failed	The payment failed during processing.

800.558.8003 | CALCHOICE.COM

9

CC.061824.Company.Online.Review.Google.Account.Set-up  
CaliforniaChoice, a division of CHOICE Administrators Insurance Services, Inc.  
CDI Entity License #0B42994

## 5. Customer Service

You can email from our online portal if you are set up as a Group contact.


Online E-Check | Customer Service






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**Make a Payment**

**Online Payment History**

**Payment Accounts**

**Recurring Payments**

**Customer Service**

**Log Out**

### Contact Us

This page allows you to email our Customer Service Center directly by submitting the form below. Please feel free to send us any questions you may have about CaliforniaChoice Online E-Check.

<b>Person Name:</b>	<input type="text"/>
<b>Group Name:</b>	<input type="text" value="WEB SITE GROUP"/>
<b>Group Number:</b>	<input type="text" value="00001"/>
<b>Phone Number:</b>	( <input type="text"/> ) <input type="text"/> - <input type="text"/>
<b>Subject:</b>	<input type="text" value="Online E-Check"/>
<b>Message:</b>	<div style="border: 1px solid #ccc; height: 80px; width: 100%;"></div>