



## Frequently Asked Questions Policy Payments

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- Q: Is there a fee to pay my flood premium by credit card?
- **A: NFIP policies can be paid by credit card with no fee. The carrier/partner for excess and/or private flood policies may charge up to \$10.00 per transaction. Excess and private flood policy numbers typically include letters as well as numbers.**
  
- Q: Is this payment service secure?
- **A: Yes. For security and privacy, Wright uses the industry's safest technology: SHA-256 with RSA Encryption. Our secure payment website begins HTTPS:// as an indication of a secure website.**
  
- Q: Why do I have to enter the property zip code?
- **A: We use your property zip code for security purposes and to ensure that the appropriate account is accessed. Please be sure to enter the zip code for the physical property address and not the mailing address if it is different.**
  
- Q: If I choose to pay by EFT (Electronic Check), what can I expect to see as the transaction description on my checking account statement?
- **A: Our electronic check transfer request includes the policy number, the policyholder name and the amount specified by you. Each bank has its own guidelines for how the transaction information is displayed.**
  
- Q: Do you accept credit/debit cards?
- **A: Yes, if the credit/debit card has the card issuer's logo on it and the card issuer is MasterCard, Visa, American Express, or Discover.**
  
- Q: If I pay by credit/debit card, what will display on my credit/debit card statement for the transaction?
- **A: If you have an NFIP Flood policy, the merchant will read "WRIGHT FLOOD 800-820-3242". If you purchase a private flood policy, the merchant will read "WRIGHT NATL FLOOD INS 800-820-3242". In either case, the payment amount for the transaction will show the amount specified by you.**
  
- Q: Can I email or send my credit card information to make a payment?
- **A: No, it is not secure to transmit credit card information by email, fax, or in any written or recorded form to Wright or to any party. Please assist us to keep your private information secure. To make a payment please use Wright's website online payment tools or call into Flood Customer Service and follow the prompts to make a payment by phone.**

For more information on credit card transactions please contact Flood Customer Service at 1-800-823-3242.