



Atlas General GoPay MPR FAQ

What is GoPay MPR and how does it work?

GoPay MPR is our manual monthly payroll reporting payment plan with limited reporting options. It requires the insured to report payroll online once a month and to pay by check. Once payroll has been submitted online, the insured will receive an email with an invoice advising of the premium amount due. The insured will then need to mail in a check for the premium due along with a copy of their invoice.

What are the GoPay MPR Customer Service hours and contact information?

The GoPay customer service hours are from 8:30 am to 8:00 pm ET and they can be reached at:

1-844-GO-PAYGO

(844-467-2946)

AtlasGoPayMPR@Paygoadmin.com

How does the insured get setup on GoPay MPR?

Once the policy is issued, the insured will receive an email with login credentials. The next day the insured will also receive a welcome email with detailed instructions on how the GoPay MPR payment plan works.

What are the due dates on GoPay MPR?

Payroll must be reported on or before the 4th of every month for the prior month's payroll and all monthly premium payments *must* be mailed and received on or before the 15th day of the month. If payroll has not been received by the 4th, the system will send automated reminder emails to the insured until they do submit their payroll. If payroll and payment are not received by the 15th of the month, the policy is at risk for Cancellation and will be issued a Notice of Cancellation (NOC).

Please note that on GoPay MPR, all 12 months of payroll are required.

Will the insured receive a physical invoice in the mail for GoPay MPR?

No, payroll reporting for GoPay MPR is handled electronically. Paper statements will not be mailed and all payroll reporting is submitted online. The insured will receive an emailed invoice within 5 business days after submitting payroll for the premium amount due. The insured needs to print out and mail this invoice in with their check to:

Atlas General Insurance Services

P.O. Box 88006

Chicago, IL 60680-1006



How does the insured report payroll?

The insured can use the following methods to submit payroll:

- Manual online payroll entry – recommended for smaller clients with approximately 15 or less employees
- Online upload of MPR Express MS Excel Template - recommended for clients with 15 or more employees

Can the insured report payroll by class code rather than by individual employee?

For accurate reporting we recommend insured's report at the employee level. However, we do have the capability for insured's to report at the class code level dependent on how the insured is submitting payroll. Please contact one of our Atlas GoPay Representatives to discuss how to set this up.

Can the insured report payroll by location?

No, insured's cannot report payroll by location on our GoPay MPR payment plan.

Can an insured pay by credit card?

No, credit cards are not offered at this time.

Does it cost additional money to use GoPay MPR?

There is a \$20 installment fee per payroll submission associated with GoPay MPR.

As a broker, can I view notices of cancellations (NOCs), rescission letters, and invoices?

Yes, brokers can log in to our online Broker Billing Portal to view correspondence documents such as NOCs, rescission letters, and direct bill installment invoices. For questions on how to log in or navigate our online Broker Billing Portal, please call (844) 729-4600 or email billinghelpdesk@atlas.us.com

Once you are logged in and are viewing a specific policy, you can click on tab #13 titled "Images" to view correspondence documents such as NOCs, rescissions, and direct bill installment invoices. For copies of insured's payroll submissions, please call (844) 467-2946 or email AtlasGoPayMPR@Paygoadmin.com

How and where do I send my deposit payment?

The deposit payment is still made by check and is due within 10 days of the effective date. Deposit payments for policies effective 3/1/2016 and later for managed programs written on Falls Lake, Republic, Southern and Torus/StarStone paper (policy prefixes FLA, ATW, AFC, ARL, ASI & T2016) should be mailed to:

Atlas General Insurance Services
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Chicago, IL 60680-1006



Will the insured still have the deferred deposit option with GoPay MPR?

No, deferred deposits will only be offered on our direct bill installment payment plans.

This service is provided by



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Last updated 7/6/16