

**AVMA LIFE Payment Processing FAQs**  
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**What types of payment does the AVMA LIFE Trust accept for premium payments?**

- The AVMA Trust accepts three forms of payment: ACH/EFT, credit card (except where prohibited Department of Insurance regulations), and check.
- ACH/EFT is the preferred payment method because it is secure, fast, and easy. As the preferred payment method, it is available to members with no fee.
- Beginning January 1, 2024, the AVMA LIFE Trust can no longer accept credit card payments for insurance premiums in certain states and jurisdictions due to Department of Insurance regulations.
  - The affected states and jurisdictions are Alaska, Kansas, Maine, Nebraska, Oregon, Washington, and Puerto Rico.
  - Regulations are subject to change; please check the AVMA LIFE self-service portal periodically for updates.
  - Payments to AVMA PLIT are not affected by these regulations.

**I've never used ACH/EFT. How do I know it is safe?**

- ACH and other forms of electronic payments have become common in recent years. As a result, they are subject to more safety protocols than they were in the past.
- ACH payments for insurance coverage through the AVMA Trust are processed using a secure method similar to credit card payments.

**I would like to set up recurring payments. Am I able to do so?**

- Yes. Recurring ACH/EFT payments can be set up on the AVMA LIFE self-service portal.

**I am currently making monthly ACH/EFT payments. Can I continue to pay monthly?**

- Yes. Your monthly ACH payments will continue automatically until you request a different payment option or cancel your coverage.

**What if I want to mail a check?**

- All checks should be accompanied by a payment slip to ensure accurate processing.
- Payments for coverage through AVMA LIFE and AVMA PLIT must be submitted *separately* to the correct entity. Checks should be directed as follows:

**AVMA LIFE**

P.O. Box 660243  
Dallas, TX 75266

**AVMA PLIT**

28240 Network Place  
Chicago, IL 60673

- Payments for coverage through AVMA LIFE and AVMA PLIT cannot be combined with membership dues for AVMA.

**Can I pay for premiums for coverage through AVMA LIFE by phone with a credit card?**

- No. As of April 5, 2023, AVMA LIFE no longer offers an automated pay-by-phone credit card payment option, and customer service representatives can no longer take credit card payments over the phone.
- However, you can use the AVMA LIFE self-service portal, which is available 24/7, to make one-time credit card payments online.
- Please note that you *can* make credit card payments by phone for professional liability coverage through AVMA PLIT.

**Will I be charged a fee to use any of the available payment options?**

- ACH/EFT and check payments are not subject to fees.
- Effective January 1, 2024, members who choose to pay their premiums for coverage through AVMA LIFE or AVMA PLIT by credit card will incur a 3.3% processing fee. This percentage-based charge *replaces* the previous flat-dollar convenience fee.
- Neither the AVMA Trust, AVMA LIFE Trust, AVMA PLIT, nor any of the insurance carriers we partner with profit from this fee. 100% of it is allocated to the credit card processor.

**Why charge a fee for credit card transactions?**

- Credit card processing costs continue to rise, creating a financial burden for many companies. As a result, some companies have made the decision to pass processing fee charges onto consumers so they can continue to offer them the convenience of credit card payments. This practice is so widespread it is considered commonplace.
- At the AVMA Trust, we are committed to helping protect AVMA members while maintaining the strength of the AVMA LIFE program – now and for the next generation of veterinarians. Making sound business decisions is at the core of that commitment.
- While the decision to pass processing fee charges to consumers was a not an easy one, we believe it is essential to keeping our foundation strong, while still giving members a choice of payment options.

**Why did the AVMA Trust switch from a flat-dollar fee to a percentage-based fee?**

- The new processing fee allows us to offer an equitable solution for our valued members while aligning our fee structure with industry standards.

**Does the AVMA Trust profit from the processing fee?**

- No. Neither the AVMA Trust, AVMA LIFE Trust, AVMA PLIT, nor any of the insurance carriers we partner with profit from this fee. 100% of it is allocated to the credit card processor.

**Is there a way to avoid paying the processing fee?**

- Except in states and jurisdictions where prohibited by Department of Insurance regulations, all credit card transactions through AVMA LIFE are subject to the processing fee.
- If you wish to avoid paying the fee, you can select a different payment method such as ACH/EFT, which is as convenient and secure as a credit card and is not subject to a fee.