TRAVELERS

Agent Update

Update to Customer AutoPay Enrollment Process

To deliver enhanced security and connect your customers to the full suite of self-service tools available, customers will need to have a MyTravelers® account to enroll in AutoPay, starting **Oct. 10, 2025**.

By integrating AutoPay with *MyTravelers*, customers will gain access to all available benefits, including viewing their billing history, filing claims, accessing insurance ID cards, the ability to request roadside assistance and managing their policies 24/7.

Details

- As of Oct. 10, 2025, AutoPay enrollment will only be available to customers who have created a *MyTravelers* account.
- To create a *MyTravelers* account, customers can go to mytravelers.com or use the mobile app.
- Once a customer has created a *MyTravelers* account, they can enroll in AutoPay by navigating to the "Payments" tab and clicking on "Enroll in AutoPay".
- Existing customers who have enrolled in AutoPay prior to the above date, but do not have a *MyTravelers* account, will not be affected.

For questions, please contact your Travelers Personal Insurance Sales Team.

Thank you for your continued partnership.