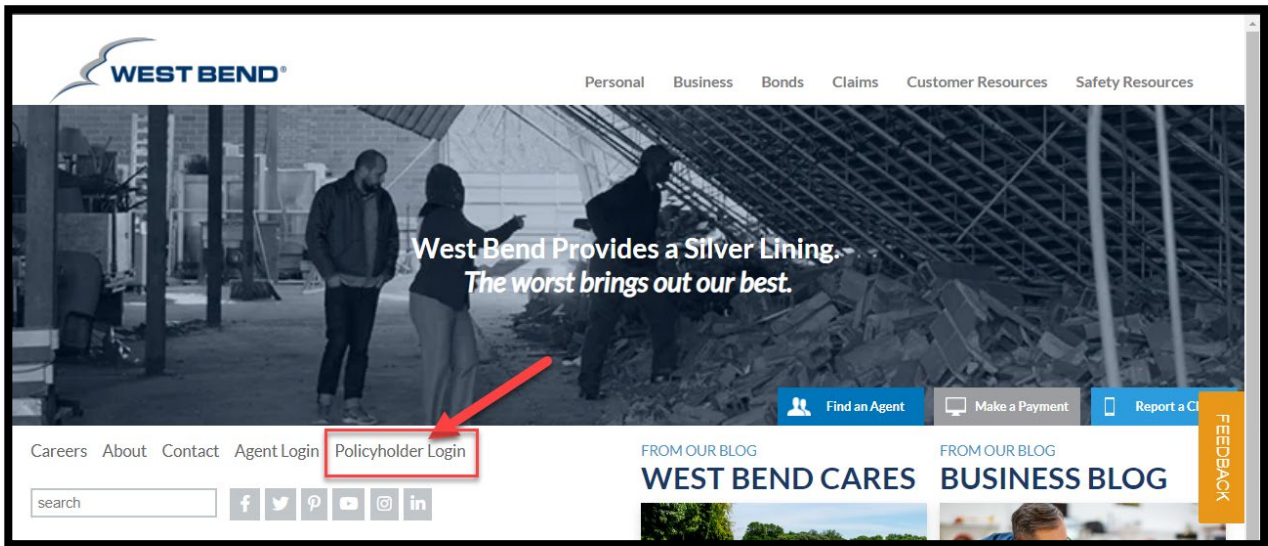


Policyholder Portal Enrollment

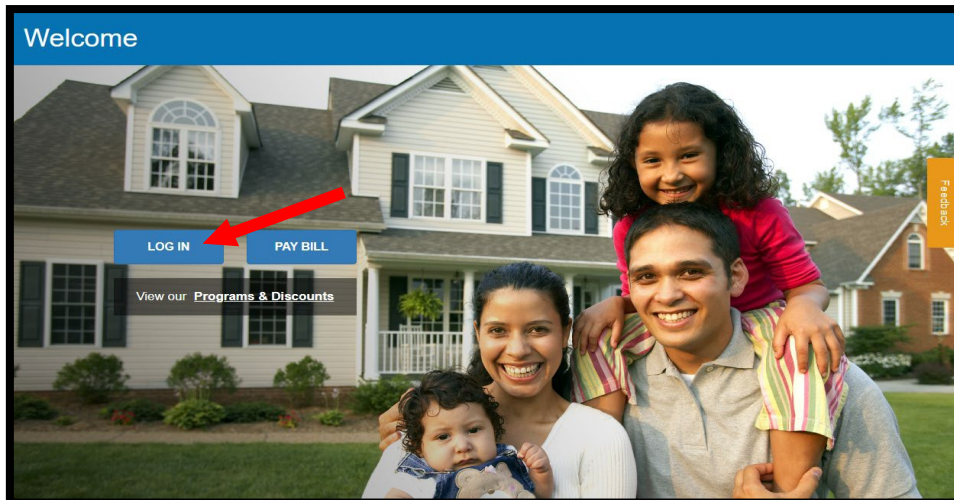
Policyholders may visit www.thesilverlining.com and create an account. With an account they can:

- Set up or edit an automatic payment rule (scheduling withdrawals from a checking or savings account).
- Enable paperless (billing statements and policy documents).
- Receive email notification when an invoice is available.

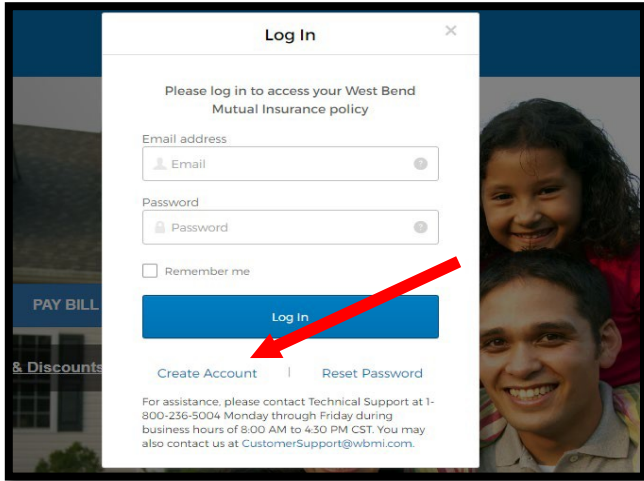
To enroll, go to www.thesilverlining.com and click on the **Policyholder Login** link. Or use the West Bend app. To signup, the policyholder needs an email address and their policy number.



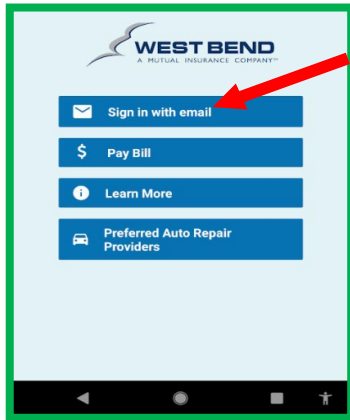
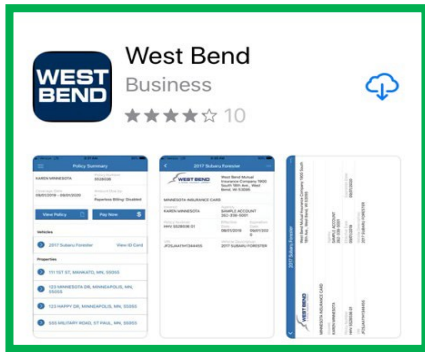
Click LOG IN button.



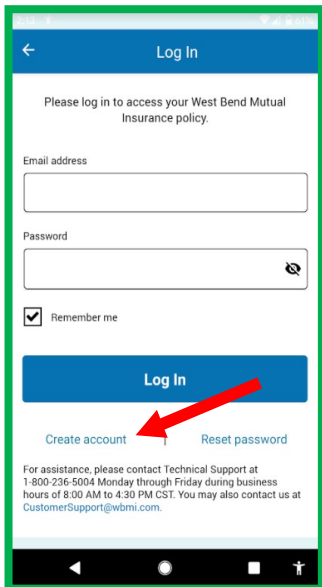
If first time using the portal, click Create Account link under Log In button.



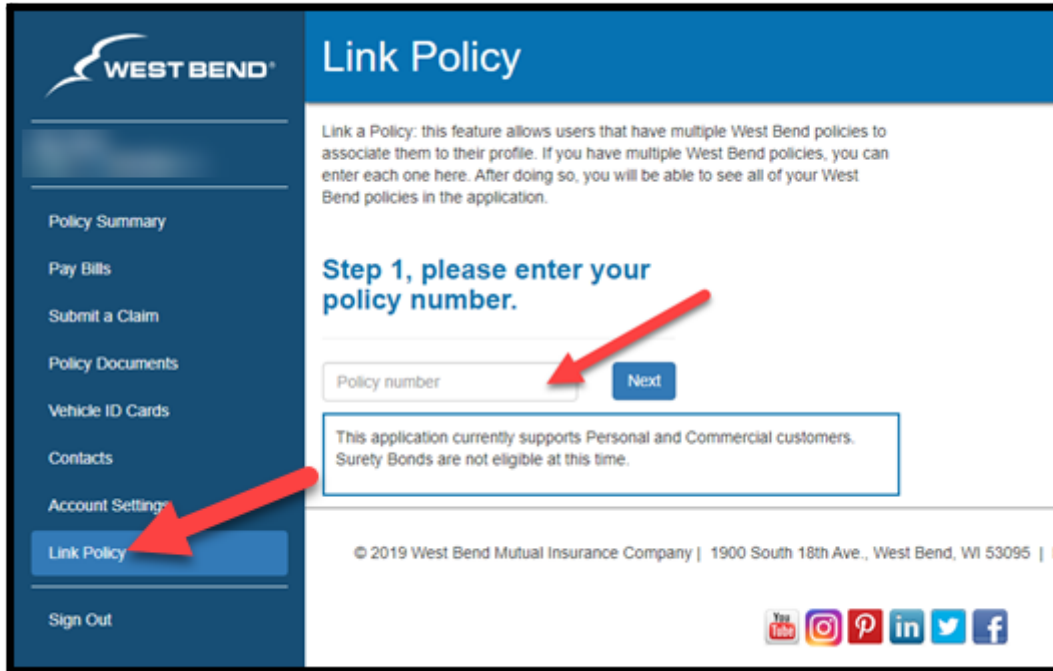
To enroll through the app, reference the following screenshots:



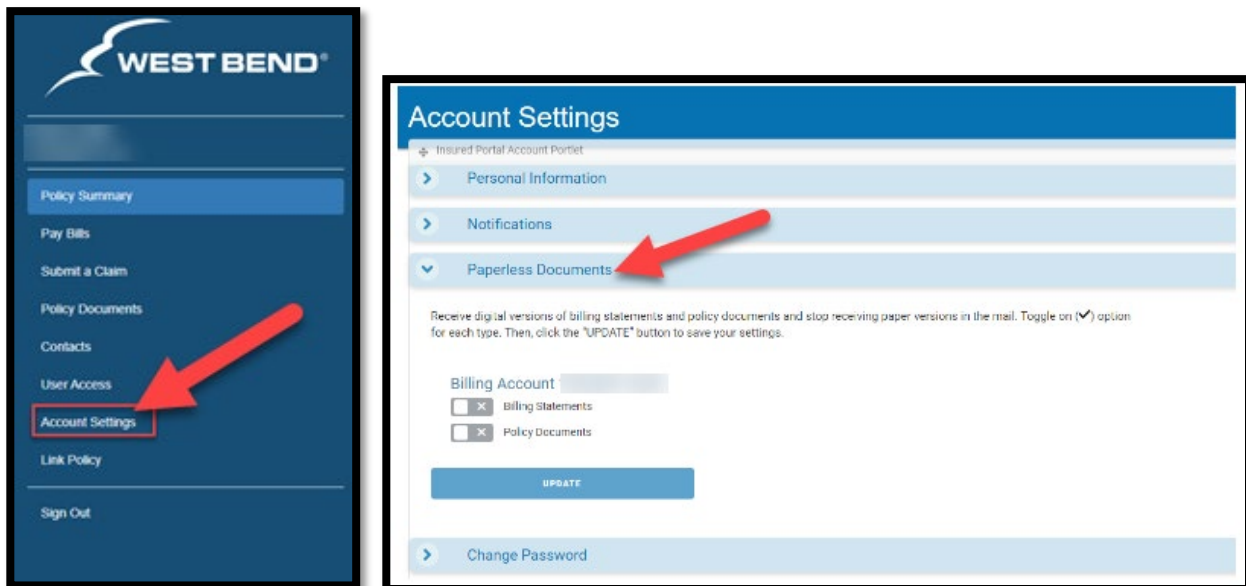
The log in screen opens. Click on Create Account (for new user).



To **link more than one policy to your online account**, click on Link Policy on left-side panel. Follow the prompts by entering the policy number and verifying your access to the policy.

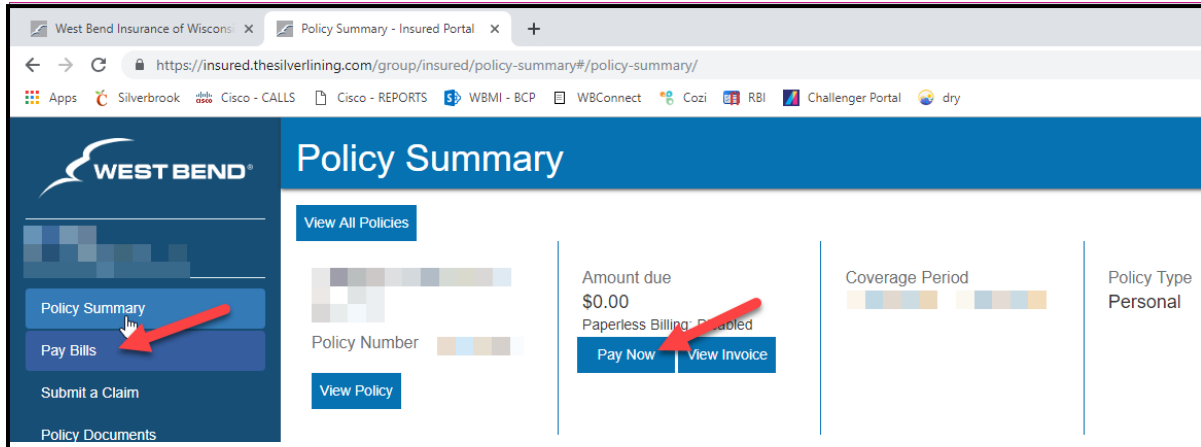


To **select paperless invoicing or policy documents**, click on Account Settings link and drop-down the Paperless Documents section. Check the box for the documents desired to be paperless. If you have more than one billing account, select for each. Selecting for paperless Billing Statements will result in a reduced service fee.

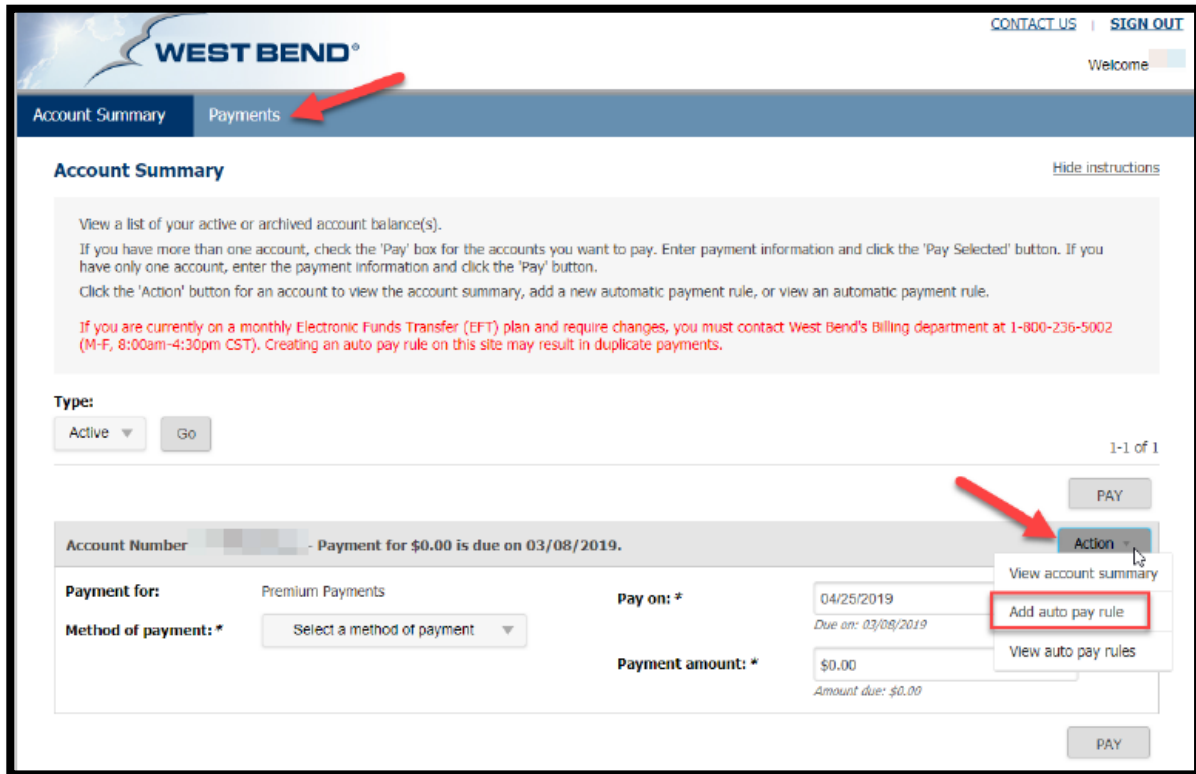


When selecting paperless, a pop-up will appear to ensure acceptance of the Paperless Policy Consent Agreement before selecting the update button. Select the "Update" button to save these changes.

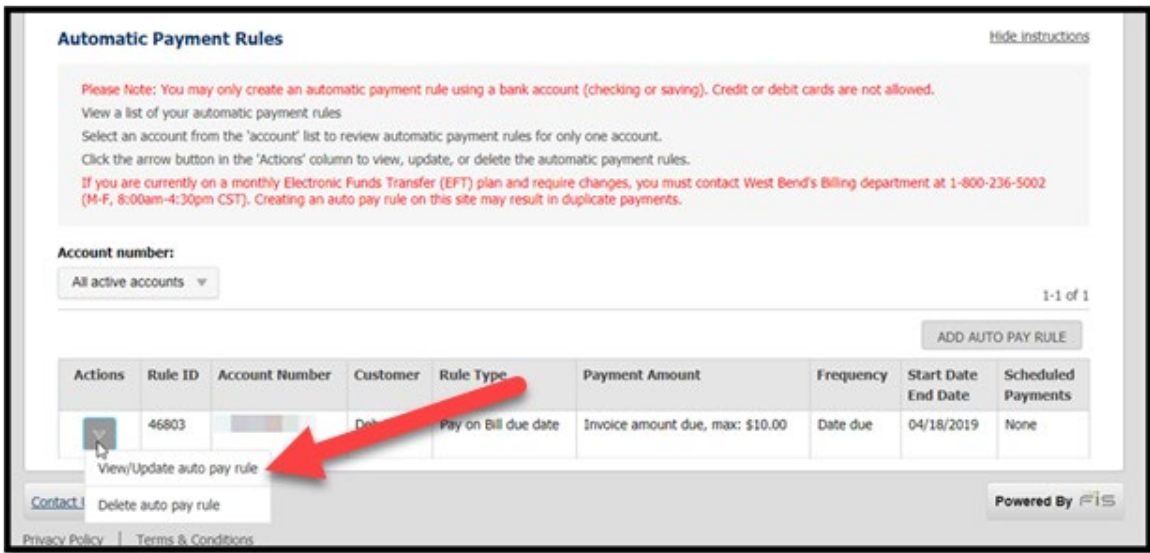
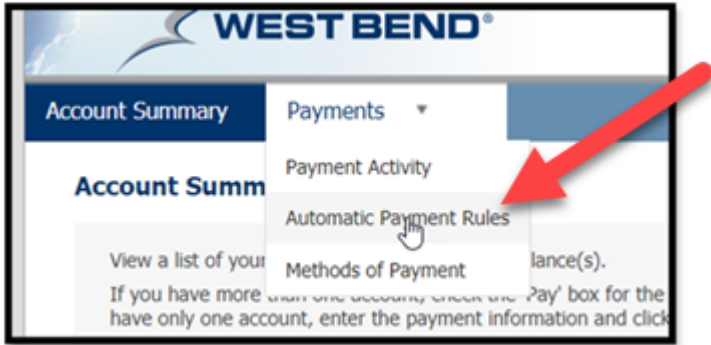
To make a payment or set-up an automatic payment rule, go to the Pay Bills or Pay Now link after logging into your account.



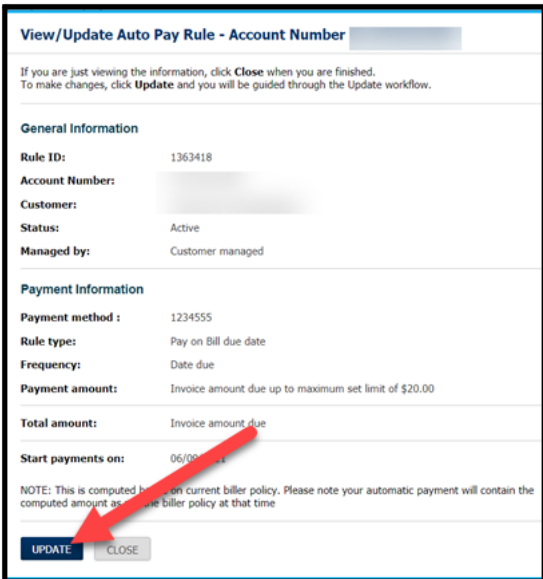
From this screen, policyholders can make a one-time payment using bank or credit card information. To set up automatic payments, policyholders will select either Payments at the top of the page or the Action dropdown to add an Auto Pay Rule (using a checking or savings account only). Once set-up, you can control and change the bank and payment information by logging in (see below).



To update the Bank Account or Maximum Withdrawal Threshold on an Auto Pay Rule, click on Pay Bills on the left-side options and perform the following steps:



Review the APR and click Update to make changes.



To make changes to the bank account, click on the Payment Method dropdown and select a different account or add a new bank account. Select desired account and hit Continue.

Update Auto Pay Rule

Select Payment Method

Select the payment method and click **Continue**.

Account: [Redacted]

Payment method: * 1234555

CONTINUE **CANCEL**

To update the maximum withdrawal threshold, enter the desired max limit or leave blank for no limit.

Update Auto Pay Rule - Account [Redacted]

Enter Information

Complete the information below, and click **Continue**.

Payment Method: 1234555

Rule type: Pay on Bill due date

Frequency: Date due

Automatically pay every new invoice amount due up to a specified maximum amount

Payment amount: Invoice amount due

Maximum amount: 20.00
(leave blank for no max.)

Start payments on: 06/09/2021

CONTINUE **BACK** **CANCEL**

Then Submit to accept all changes.

Update Auto Pay Rule - Account [Redacted]

Verify Information

Please verify the automatic payment rule information below.

Account: [Redacted]

Payment Method: 1234555

Rule type: Pay on Bill due date

Frequency: Date due

Payment amount: Invoice amount due up to maximum set limit of \$200.00

Total amount: Invoice amount due

NOTE: This is computed based on current biller policy. Please note your automatic payment will contain the computed amount as per the biller policy at that time

Start payments on: 06/09/2021

SUBMIT **BACK** **CANCEL**