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Save a tree! Paperless Billing launches today! 5/28/2009

Starting today, we launch our latest billing enhancement – Paperless Billing – designed to boost customer satisfaction and policyholder retention.

Customers enrolled in Paperless Billing will no longer receive paper bills via standard USPS mail. They will instead receive an e-mail that will direct them to log in to their account on Safeco.com to view their bill.

Note: Customers must have an online account set up for that particular policy on Safeco.com to view online statements. Safeco will print and mail a customer's bill if an e-mail bounces or is undeliverable.

Key benefits

Here's why Paperless Billing is the smart choice for you and your clients:

- Convenience and billing choices boost customer satisfaction and overall retention.
- It's an Earth-friendly step toward reducing waste and paper consumption.
- It helps un-clutter a customer's life, eliminating the need to file and keep track of old paper statements.
- Current and recent billing statements are collected in one easily accessible location online at Safeco.com.
- While viewing their current or past statements, customers can also make online payments, check the status of a claim or make changes to their personal information, billing schedule, payment plan and more.

Promoting Paperless

We'll be sending an e-mail to more than 300,000 Safeco policyholders in early June, letting them know about Paperless Billing and giving them detailed instructions on how to sign up. We'll also be running a series of banner ads on Safeco.com promoting the program. [Click here to see an example.](#)

- Ensure the customer has an online account set up on Safeco.com
- Log into [SafecoNow.com](https://www.safecoweb.com)
- Under the Write & Service Policies heading, click Billing and Payment Services
- Enter the policy number and select Update Billing Information
- Click Paperless tab and complete applicable fields

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