

Making a payment is as easy as 1, 2, 3!

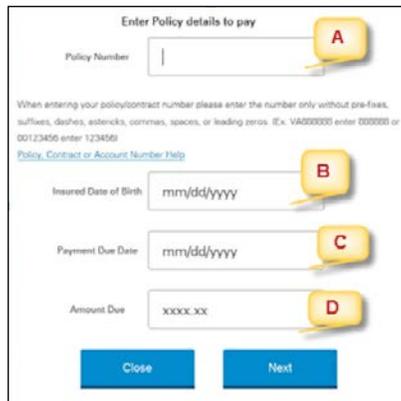
Below are step-by-step instructions on making a payment online as an unregistered guest:

- 1 | Under **Guests: ePay** – Make a one-time payment without logging in, click **Go to ePay**.



The screenshot shows the 'Individual Billing and Payments' page for Life and Disability Income policies. It features a green person icon and the text 'Individual Billing and Payments for Life and Disability Income policies only'. Below this, there is a section titled 'Guests: ePay' with the subtext 'Make a one-time payment without logging in.' A blue button labeled 'Go to ePay' is highlighted with a red border.

- 2 | Perform the following on the **Guest Pay Step 1** screen:



The screenshot shows the 'Enter Policy details to pay' form. It includes the following fields and callouts:

- A**: Policy Number field
- B**: Insured Date of Birth field (format: mm/dd/yyyy)
- C**: Payment Due Date field (format: mm/dd/yyyy)
- D**: Amount Due field (format: xxxxx.xx)

At the bottom of the form are 'Close' and 'Next' buttons.

- A. Enter the **Policy Number**
- B. Enter the **Insured Date of Birth**
- C. Enter the **Payment Due Date**
- D. Enter the **Amount Due**
- E. Click **Next**

MassMutual Electronic Payment Option – Making a One-Time Unregistered Payment

The following information will be needed prior to initiating a payment:

- A copy of the most recent bill that shows due date and amount billed
- Bank Account information (checking or savings)

To access the website to make an online payment or learn more about our electronic payment options go to:

www.massmutual.com/payment-options

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We'll help you get there.®

3 | Perform the following on the Guest Pay Step 2 screen:

- A. Enter the Insured's last name
- B. Verify the amount due shown/payment amount is correct (If not, adjust accordingly)
- C. Select **Checking** or **Savings**
- D. Enter the routing number
- E. Enter the bank account number
- F. Enter the bank account holder's name
- G. Enter the account holder's email address
- H. Confirm the account holder's email address
- I. Enter the bank account holder's daytime phone number (no dashes)
- J. Enter the payment instructions
- K. Click **Next**

4 | Perform the following on the Guest Pay Step 3 screen:

- A. Verify the payment amount, routing number, and account number information is accurate
- B. Review the terms and conditions and check the **I accept the Terms and Conditions** box
- C. Click the **Submit** button

5 | In the Guest Pay Step 4 screen, make note of the confirmation number and print for your records by clicking the Print link.

Note: User has 10 seconds to click **Print** on this screen before the system automatically uploads the massmutual.com homepage.

