



Premium Payments

Curi's Renewal Invoice Change

Effective October 1, 2024, renewal invoices will no longer be generated when a renewal policy is processed. Instead, invoices will be made available 15 days before the due date, aligning with the timing for the remaining installment invoices. This adjustment will positively impact our clients by ensuring any premium-bearing endorsements processed after the policy is issued and before the renewal invoice is generated are included on the down payment installment. This will result in more accurate billing. Additionally, it will provide adequate time for our broker partners to conduct renewal stewardship meetings before invoicing is available to the client through KUBRA or Curi's Policyholder Services portal.

When will the change to the renewal invoice timing take effect?

This change will go live on October 1, 2024. The new timing will impact any renewal policies processed on or after this date.

Will I, as the agent, be responsible for distributing the renewal invoice to my client moving forward?

No, Curi will directly bill the client for the renewal down payment.

When will the renewal invoice be sent to the client?

The renewal invoice will be sent 15 days in advance of the due date, aligning with the timing for the remaining invoice installments.

Will this change impact the clients currently set up on paperless billing?

No, the change only affects the timing of the invoice. If a client is registered for paperless billing, the invoice will be emailed to the authorized representative as usual.

Will I, as the agent, receive a copy of the invoice?

No, a copy of the invoice will not be mailed to you. However, you can access and download invoicing and billing information for your clients through Curi's Policyholder Services portal.

Who should I contact if I have additional questions?

Please get in touch with Amber Popham at amber.popham@curi.com.