

Update to Frequently Asked Questions

August 29, 2019

1. Premium Payments

The Kansas Insurance Department (Department) has received several inquiries about how insureds can pay their premium, and when automatic withdrawals of premiums will occur.

If you pay your premium via **check**, you can send your check to:

Physicians Standard Insurance Company
P.O. Box 8627
St. Louis, MO 63126

If you pay your premium via **automatic withdrawal** (such as an ACH transaction initiated by PSIC), please note that the Department is collecting and transitioning bank information at this time in order to compile the necessary information to continue to initiate ACH withdrawals.

Accordingly, if you sent in a check or have payment made via an ACH transaction, but have not seen it reflected in your bank account statement, please know that the Department will process the check and initiate ACH withdrawals as soon as possible. Future ACH withdrawals will be done on the schedule previously in place with insureds. Because of the delay in obtaining the necessary information for ACH withdrawals, it is possible you may have two payments drawn within a 30-day period (if payments are made on a monthly basis).

Importantly, if you have attempted to make your premium payment by check or an expected ACH transaction has not occurred, your insurance coverage will continue uninterrupted during the period where payment was not processed by the Department.

Thank you for your patience in this transition period.

2. Where can I get more information?

You can find the Order of Rehabilitation, letter to PSIC policyholders, and contact information at <https://www.ksinsurance.org/department/LegalIssues/PSIC-Rehabilitation.php>.