



1901 S. Meyers Road  
Suite 700  
Oakbrook Terrace, IL 60181  
877.828.8614  
www.vAuto.com

Dear Valued vAuto Customer:

**\*\*IMPORTANT BILLING CHANGES\*\***

vAuto is moving to a new billing system. You will receive your first bill from the new system on August 1<sup>st</sup>, 2013.

You will benefit from an “easy-to-follow” invoice format with clearer information about the items in your bill.

**The new invoices will include:**

**New Lockbox “Remit To” address for pay-by-mail:**

vAuto

P.O. Box 935202

Atlanta, GA, 31193-5202

- Updated customer number

We’ve attached a FAQ with more information on the upcoming changes.

If you have any questions about billing, please **contact** us: [billing@vauto.com](mailto:billing@vauto.com), (630) 590-2000 [option 4], or (877) 828-8614 [option 4].

Thank you very much for your continued business.

Sincerely,

*Your Team at vAuto*

***SERVING YOU BETTER***

***vAuto is Moving to a New Billing System***

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**What does it mean for you?**     **You can make payments the same way you do today.**  
Payment types are unchanged. You can still pay via check, and Visa/MasterCard/American Express.

**In the near future, you'll be able to make payments online.**  
*We've listened to your feedback!* We will also stop accepting payments via emailed and faxed authorization forms later this year.

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**What do you need to do?**     **Be ready to update your bill payment system:** Next month, we will have a new address for payments, and you will have an updated account number and a new, separate customer number.

- If you pay via postal mail, or if you use a bill pay system, you will need to send payments to our new payment address:  
**vAuto**  
**P.O. Box 935202**  
**Atlanta, GA, 31193-5202**
  - You'll want to update your records with your updated account number.
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**Are payment terms changing?**     **No.** All invoices are still due upon receipt

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**Who can your call with questions?**     If you have any billing questions, please contact us: [billing@vAuto.com](mailto:billing@vAuto.com), (630) 590-2000 [Option 4] or (877) 828-8614 [Option 4]