

Payment Methods

We provide our clients several premium and loan payment options.

Payment options

Option	How to submit	Highlights
Automatic premium payment (APP)	<p>Online: Go to www.oneamerica.com. At the Quick Access tab, select Policy Premium Payment. Choose Bank Draft Authorization and complete the form.</p> <p>Form: Call 1-800-537-6442 to request a bank authorization form. Submit your completed form by mail, email or fax.</p>	APP can be established in less than five days and guarantees an automatic, timely payment going forward.
ECHECK premium authorization (one-time ACH)	<p>Online: Go to www.oneamerica.com. At the Quick Access tab, select Policy Premium Payment. Choose Echeck Authorization and complete the form.</p> <p>Phone: Call the Policy Service Contact Center at 1-800-537-6442.</p>	One-time ACH payments typically are processed within a few business days.
Check or money order	<p>Mail: Send your billing coupon and remittance to the lockbox: 5425 Reliable Pkwy. Chicago, IL 60686</p> <p>Express mail: Send your billing coupon and remittance to: 250 W. North St. Indianapolis, IN 46202</p>	<p>If mailing a check, the preferred method is to send to our Chicago lockbox.</p> <p>Overnight mail and overnight deliveries may take additional time because they require additional processing and routing.</p>
Transfer of values Loan or withdrawal to pay premium	<p>Online: Go to www.oneamerica.com. At the Quick Access tab, select Individual Policy Service Request.</p> <p>Phone: Call the Policy Service Contact Center at 1-800-537-6442 to request a transfer of values to pay premium.</p>	These transactions take more time to complete due to restrictions and complex processing, with certain restrictions. Completing such requests may require additional time.

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