

18. Overdue Accounts (Late Charges/Penalties)

The balance owing becomes overdue when:

- payments are not received by the date due, or
- transactions resulting in credit adjustments to your account are not processed prior to the billing date of your next premium statement.

Any overdue balance will be shown at the bottom of the statement. If you have an overdue balance, a penalty charge will be added to your account. The amount of the penalty will be 1.5% of the overdue balance or a minimum of \$20.00, whichever is greater.

Accounts which remain in arrears are subject to collection action. This may include legal action.