



# *Manual* GMX policy payment manual



# Policy forms of payment

In **GMX Seguros** we have the following forms of payment for insurance policies:



## BANK BRANCH

1. Cash
2. Check
3. Transfer:
  - Payment of Services (Pesos & Dollars)
  - Referenced SPEI (Pesos)



## GMX WEBSITE

1. Card:
  - Credit and Debit (VISA & MasterCard)
2. Free month (participant cards)
  - BBVA Points
  - BBVA Online Check



## BANK'S WEBSITE

1. Payment of services (Pesos & Dollars)
2. Referenced SPEI (Pesos)



## GMX OFFICES

1. Cash
2. Check
3. Card
  - Mexico City
  - Metropolitan Attention
  - Guadalajara
  - León
  - Mérida
  - Monterrey
  - Puebla
  - Querétaro
  - Tijuana
  - Cuernavaca
  - Aguascalientes
  - Mazatlán
  - Hermosillo
  - Chihuahua

For payments at the Branch and Bank website we provide you with the following Payment Letter signed by the Deputy Director of Treasury, which contains the CIE Agreements and CLABE account in the name of GMX, and serves as a bank statement for your supplier registration procedures:



# Payments Letter

GMX Seguros offers you the following payment methods to settle policies contracted with the company:

	Bank	Service Number	Method
SERVICE NUMBER	<b>BBVA</b>	MXN: 913839 USD: 913879	Enter the 20 digits of the current reference number of your receipt as concept/reference.  When making your referenced payment, we guarantee you that it will be automatically applied to your policy, plus you have the option to pay at more than 11,500 bank institutions throughout the Mexican Republic, from your bank's website or mobile app, the 24 hours a day, 365 days per year as payment of services or SPEI, as well as making your payment with VISA, MasterCard, American Express, BBVA points or BBVA online check in <b>GMX website</b> .
	 <b>Santander</b>	MXN: 2501 USD: Cta: 82500486214	
	 <b>Scotiabank</b>	MXN: 1728 USD: 1733	
	 <b>BANORTE</b>	MXN: 142778 USD: 80664	
	 <b>citibanamex</b>	MXN: 8149/01	
	 <b>BANCO MULTIVA®</b>	MXN: 6422063 Under REFERENCE, please enter the 20 digits of the reference. Under PAYMENT CONCEPT please enter the reference + the legend without spaces PAGOPOLIZA (30 digits).	
SPEI	Bank: <b>BBVA Bancomer</b> Currency: <b>MXN</b> CLABE: <b>012914002009138398</b>		Enter the 20 digits of the reference as Payment Concept or under the field that allows you to enter the 20 digits thereof according to your bank.
PAYMENT WITH CARD	Pay online with cards such as VISA, MasterCard, American Express, BBVA Points or online check in the <b>GMX website</b> .		<ul style="list-style-type: none"><li>• Easy</li><li>• Fast</li><li>• Safe</li><li>• 24 hours a day, 365 days per year</li></ul> <b>www.gmx.com.mx</b>
	 <b>Meses sin Intereses*</b>    		*Interest-free months participant cards with BBVA, Citibanamex, Santander, Banorte and American Express.
Your referenced payment is automatically applied within one business day (two days in case of check), and two days later you can download your invoice from the <b>GMX website</b> .  For further information, contact us <b>(55) 5480 4000</b> in Mexico City, and elsewhere in the Mexican Republic <b>800 718 4986</b> .			

Atentamente

C.P. MARIO GARCIA NAVA  
TREASURY MANAGER

Grupo Mexicano de Seguros, S.A. de C.V.

# Payment with card

1

For payment of policies with **Visa, MasterCard and American Express** cards in Pesos and Dollar, go to **"Pago tu seguro"** at our website. [www.gmx.com.mx](http://www.gmx.com.mx)



2

Select **Bank reference** or **Policy Number**

A screenshot of the GMX online payment interface. The top bar shows the GMX logo and the text 'Pago en línea'. Below this is a progress bar with four steps: '1. SELECCIONA REFERENCIA', '2. INGRESA REFERENCIA', '3. RESUMEN', and '4. PAGO'. The first step is highlighted in green. The main content area has a dark blue background with the question '¿Qué dato tienes para identificar el pago?'. Below this are two circular icons: a white one on the left and a grey one on the right. Under the white icon is the text 'Referencia bancaria' and a red question mark icon. Under the grey icon is the text 'Número de póliza'. At the bottom of the main content area is a green button labeled 'SIGUIENTE'.

# Payment with card

## 3

Fill out with the information chosen above\*

### Bank Reference

Referencia bancaria

Ingresa la referencia bancaria ?

Referencia

SIGUIENTE

### Policy Number

Número de póliza

Ingresa el número de póliza

Sucursal	Ramo	Póliza	Endoso	Renovación
Sucursal	Ramo	Póliza	Endoso	Renovación

SIGUIENTE

\*The policy number must be entered without leading zeros in each field.

## 4

Validate that the policy data to be paid is correct.

Referencias de la póliza

Pagador	Referencia	Cuota	Importe Cuota	Vigencia Cuota
*****	*****	*****	*****	*****

Datos de la póliza

Agente	*****
Asegurado	*****
Pagador	*****
Póliza	*****
Tipo de Póliza	*****
Forma de pago	*****
Inicio de vigencia	*****
Fin de vigencia	*****
Total de la póliza	*****

Dólares

Cuota a pagar

Numero de referencia: \*\*\*\*\*

Número de cuota	Vence	Importe	Moneda	Estatus d
*****	*****	*****	*****	*****

SIGUIENTE



# Payment with card

5

Select whether you want to “**Pagar aquí**” to pay right away, or “**Compartir link de pago**” to generate a payment link and pay later.

A screenshot of a blue web page with the GMX Seguros logo at the top. Below the logo is a white box with the text "¿Qué deseas hacer?". There are two buttons: "Pagar aquí" with a credit card icon and "Compartir link de pago" with a share icon.

6

Type in your phone number and an e-mail

A screenshot of a dark blue form titled "Continuar con el pago". It has two input fields: "Teléfono" and "E-Mail". Below these is a checkbox labeled "Deseo hacer el cargo de forma recurrente". At the bottom is a green "PAGAR" button and a question mark icon. A lightbulb icon is next to the checkbox.

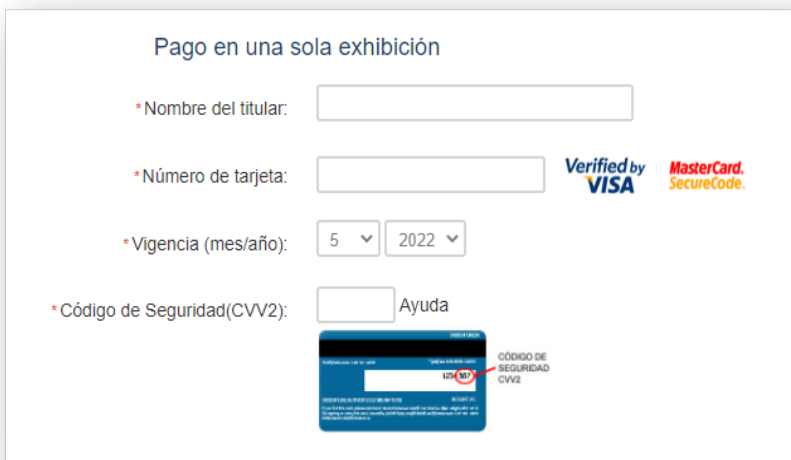
Here you can request that subsequent payments be made by direct debit.

## IMPORTANT

Your bank may implement security measures to protect you from misuse by requesting you to use a token, security code via sms or digital card payment. **This process is direct from the bank and not from GMX Seguros.**

7

Finally, enter the information of the payment card.

A screenshot of a white form titled "Pago en una sola exhibición". It has four fields: "\* Nombre del titular:", "\* Número de tarjeta:", "\* Vigencia (mes/año):" with dropdown menus for "5" and "2022", and "\* Código de Seguridad(CVV2):" with a text input and a "Ayuda" link. Below the CVV2 field is a small image of a credit card with the CVV2 code highlighted. To the right of the CVV2 field is the text "CÓDIGO DE SEGURIDAD CVV2".

# *Payment with card*

You will be allowed to download the payment receipt with a **QR code for online validation**. Also, it will be sent by email to the address you entered.



If for any reason the payment could not be completed successfully, you can try again; do not worry, the portal does not allow duplicate charges; in case that the first one was correct, it will show issue the receipt and will not allow you to continue with the payment again.

Once the payment has been successful, it will be automatically applied and the invoice will be available for download in our website within 2 business days.



# *Change of currency in the reference*

If the policy to be paid is in US Dollars and your account or card is in Pesos, remember that you must update the reference to the currency in which you wish to pay.



1

Please send an e-mail to:  
**atencioncobranza@gmx.com.mx**  
requesting change of currency in the  
reference.



2

You will receive a reference in Pesos  
exclusive for the payment of the  
requested receipt according to the  
exchange rate published in the Official  
Gacette of the Federation.