

Bookmark the updated FlexPlan Authorization Form

What's happening

We continue to experience outdated FlexPlan authorization forms being used to set up Monthly Payment plans. These outdated versions may contain incorrect information and can lead to avoidable follow-up and processing delays.

What you need to do

Use only the **FlexPlan authorization form** available on our public website (located on the Pay a Bill page). This is the single source of truth.

If you have a FlexPlan form saved in your system, **please delete it and re-download the form from the website each time you need it** to ensure you're using the most current version.

Why this matters

Using the website version ensures all form details are accurate and up to date. The updated form is now AODA compliant and includes a version date at the bottom, making it easier to confirm you're using the latest version. Older versions, including those showing previous Gore Mutual branding, should no longer be used.

Questions?

If you have questions, please connect with your **Business Development Representative**.