

# Enrollee Recoupment of Premium Overpayments

Enrollees who believe they have been overbilled for premium by FCL may request a refund.

Requests for refunds of premium overpayments may be made by calling Customer Service at 1-800-352-2583 or in writing to:

Florida Combined Life Insurance Company, Inc.  
4800 Deerwood Campus Parkway  
ATTN: Membership and Billing  
Bldg 200, Suite 600  
Jacksonville, FL 32246

All requests for refunds will be investigated within 7-10 business days after receipt by FCL.

If approved, refunds will be processed as follows:

If the overpayment was made via a bank draft or electronic funds transfer (EFT) the refund will be issued within 3 business days.

If the overpayment was made via credit card, the refund will be credited to the card within 2 business days.