

eBilling FAQs

When will my AutoPay payment be withdrawn?

Please be aware that automatic payments will be made on the due date that appears on your invoice.

Do you offer AutoPay with a credit card?

Currently, we do not offer that service. However, we have an automatic ACH payment option.

Can I make back to back payments online?

Our system requires that you wait 15 minutes between payments. This is a security feature designed for your protection to avoid duplicate payments.

Can I change my payment due date?

Currently, our system only allows for same-day payments, or automatic payments, which can be withdrawn from your bank account on the due date of your invoice.

Can I print a copy of my payment receipt?

Yes, you can now print your receipt on-line. After making a payment, there is a "Print Payment Receipt" button on the confirmation page.

Can I set up AutoPay if I have a past due balance?

No. All past due balances must be paid before setting up AutoPay.

Where can I see my installment schedule?

The installment schedule can be found in the View Details section. You can view this by logging into [EACCESS](#), selecting Online Bill Pay, then click on View Details of the policy year you want to view.

Can I view my Payment History?

The payment history can be found in the View Details section. You can view this by logging into [EACCESS](#), selecting Online Bill Pay, then click on View Details of the policy year you want to view.

FAQs Continued

Can I pay with AMEX?

Currently, we only accept payments via ACH, Visa, MasterCard, and Discover credit/ debit card. American Express credit card is not a current approved payment option. Please note that we are constantly striving to provide the best care for our policyholders, and we will continue to explore adding more payment options. If our payment options change our policyholders will be notified.

Can I pay less than the amount due?

Yes, you can pay less than the current and/or past due amount by choosing the “other” payment amount option. However, by paying less than the past due balance, your policy may result in being cancelled for non-payment.

Can I pay more than the amount due?

Yes, you can pay more than the current and/or past due amount by choosing the “other” payment amount option. However, you cannot pay more than your policy balance.

How can I see if I am on AutoPay?

A confirmation email will be sent to the email address that was used to set up AutoPay. In addition, there will be an AutoPay indicator in “Manage Payment Profile”.

How long does it take for payment to post on my policy?

Your payment will reflect a pending status immediately. Your payment will post to your account within 2 business days and your payment status will be updated on the Payment History screen within 3 business days.

Will I have to pay installment fees if I am set up on AutoPay?

No. Installment fees will not be charged once you enroll in AutoPay.

Can I make monthly payments online towards my final audit balance?

Yes. We do provide the option to make a payment on your final audit online. However, by paying less than the past due balance, your policy may result in being cancelled for non-payment.

FAQs Continued

Can I save my payment information?

Yes. You can create a payment profile through the “Manage Payment Profile” button on your policy dashboard. Or you can save your payment information for future use, when making a one-time payment online.

How do I set up AutoPay?

To get started – simply [log into the EACCESS policyholder portal](#) today to set up automatic payments. [click here for step-by-step instructions](#) and answers to you’re frequently asked questions.