

eBilling FAQs

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Currently, our system only allows for same-day payments, or automatic payments, which can be withdrawn from your bank account on the due date of your invoice.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

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.

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 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.

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.

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 setup AutoPay?

To get started – simply [log into the EACCESS policyholder portal](#) today to set up automatic payments. Click here for step-by-step instructions for [agents](#) and [policyholders](#), with answers to your frequently asked questions.