Billing Payment Options and Payment Methods

PHONE PAYMENT

- Available 24/7
  - Call 800-226-3224 (FCCI)
  - Choose Option 3 for Premium Billing
  - Then choose Option 1 to Make a Payment
- Enter the billing account number from the invoice, then follow the prompts to complete a payment.
- To speak with a billing representative or return to FCCI, follow the prompts.
  - After hours, a recorded message plays and routes the call to the Billing voicemail box.
- Payments methods available are credit/debit card (payment vendor fees apply) and ACH/e-check.

GUEST PAY

- Go to www.fcci-group.com and select Make a Payment.
- Make a one-time payment for processing the same day. No sign-in is required.
- Policyholders who are no longer insured with FCCI must use the guest pay option.
- Enter the billing account number and at least the first three characters of the policyholder name.
- Payment account information cannot be saved.
- Use the same payment method to pay multiple billing accounts.

EXPRESSSERVE ACCESS – REGISTERED USER

- Online registration is required.
- Enroll in paperless billing, autopay, or pay by text, and manage these preferences at any time.
- Save payment methods for future use.
- Make faster repeat payments with fewer steps.
- View billing and payment history, regardless of payment method.

EXPRESSSERVE ACCESS – REGISTERED USER WITH ACCESS TO MULTIPLE BILLING ACCOUNTS

- Online registration required.
- Saved payment methods are not billing account specific and are available when making payments during the checkout process.
- Caution: Confirm the billing account and saved payment method before submitting a payment.

MAIL A PAYMENT

- Detach the payment coupon and return with a check payable to: FCCI Insurance Group, PO BOX 405563, Atlanta, GA 30384-5563.
- Mail the payment at least 7 days before the due date.
- Send overnight deliveries to: 6300 University Parkway, Sarasota, FL 34240.

ONLINE PAYMENT METHODS

- Online:
  - Debit or credit card: Visa, Mastercard, Discover, or American Express (payment vendor fees apply.)
  - ACH or e-Check
  - Google Pay, Apple Pay, PayPal, Venmo

FCCI® INSURANCE GROUP

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