Billing Payment Options for Agencies to Make Payments for Policyholders

AGENCY OPTIONS TO MAKE DIRECT BILL PAYMENTS FOR POLICYHOLDERS

- Available payment options:
  - Sign in to ExpressServe with agency credentials.
  - Guest Pay with no sign-in required. Policyholders can also use this option.
  - Automated phone system. Policyholders can also use this option.
- Make a one-time, same-day payment.
- Pay multiple billing accounts in one transaction with the same payment account.
- Receive payment confirmation by email when provided by user.
- The system does not save payment information.
- Policyholders cannot access the agency's payment account information.

FCCI SPECIALTY (E&S) PAYMENT PROCESS FOR ONLINE RATING PROCESSING

Agency-initiated payments:

- Open the Policy Details page in the agency portal.
- Select Make Payment.
- Enter payment details.
- Review payment information.
- Confirm the on-screen receipt and the payment confirmation email.
- In the agency portal, verify the submission status changes from Bound to In Force.

Policyholder-initiated payments:

- Select Make a Payment.
- Share the ExpressServe URL and billing account number with the policyholder.
- After the policyholder confirms the payment, verify in the agency portal that the submission status changes from Bound to In Force.
- Use the same payment method to pay multiple billing accounts.

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