



## Online Payment Instructions

credit cards accepted: **Visa, MasterCard, and American Express**

Place mouse pointer on **customer service tab (do not click)** you'll get a drop down box

On the drop down box place mouse pointer on **Simple Pay (do not click)**

On the drop down box place mouse pointer on the office policy is issued through:

**VA, FL, MW, PA, TX (do not click)**

On the drop down box select policy type: **individual policy, premium financing down pay, agent monthly stmt, or special events/audit payments and Click**

In the middle of the page and to the left you will see the **office** you selected and the **bill type i.e. individual policy, premium finance down pay etc**

Click the **bill type** (in blue writing)

You will be routed to Xpress-Pay.com

Please note third party **site fees** are charged and **vary** depending on what state the business is written in and whether you pay with an **electronic check** or a **charge card**.

**Fees for charge card payments are higher.**

Information for the required fields differ based on the type of payment being made.

**Individual policy:** type in the policy number (including dashes or letters at the end of the policy number).

**Find bills**

**Add to cart**

**View cart**

Note: If paying multiple policies after first policy is placed in cart and viewed,

Click **find more bills**. Repeat this step as needed for additional policies being paid.

When all policies are in cart to be paid.

**Click Proceed to payment**

**Choose payment type credit card or echeck**

**Complete all required information related to payment type i.e. echeck or credit card**

**Confirm amount, verifying balance is not (\$0.00) before continuing to next step**

## **Continue and process payment**

**Agent monthly statement: Make sure you have your agent code**

**Place mouse pointer on customer service tab** (do not click)

**Simple pay** (do not click)

**Choose regional office that policy is issued through** (do not click)

**Click agent monthly statement**

**Click hyperlink** (blue writing) agent monthly statement

You should see **xpress pay.com**

**Click down arrow for dropdown box beside select bill type**

**Highlight/select Agents** (monthly statement)

Type in agency id and agency name

**Click find bills**

**Click add to cart**

**Click view cart**

**Click proceed to payment**

**Complete all required information related to payment type echeck or credit card.**

**Continue and process payment**

## **Premium finance down payment and Special events/Audit payments:**

**Type in: Agent name, insured name, and amount**

While Additional information is an *optional* field by providing the policy and/or invoice number this will assist us in applying the funds to the correct policy.

**Click continue**

**Click Proceed to payment**

### **Billing and Payment:**

Complete all required information related to payment type echeck or credit card.

Please note the banking account information provided for payment must **MATCH** account information associated with the checking accounting or credit card account otherwise payment will be rejected.

**Confirm amount, verifying balance is not (\$0.00) before continuing to next step**

**Continue and process payment**

**To check payment status of policies on our web site**

Place mouse pointer on **Customer Service tab**

From drop down box highlight/select: **Policy Services:** left click mouse

Type in **policy number** (including dashes, letters, or numbers)

Left click mouse: **Find it**

You will see: **policy number, effective date, name of insured**

Status will be **active** with no outstanding balance **or** active with remaining balance amount still owed for the policy

**Xpress-pay site fees**

Virginia Regional office

Credit Card: 1% of Total paid + \$0.15  
Echeck: \$0.90 per transaction

Florida Regional office

Credit Card: 2% of Total paid +0.99  
Echeck: \$1.53 per transaction

Midwest (Illinois) Regional office

No site fee for Credit Card or Echeck

Pennsylvania Regional office

No site fee for Credit Card or Echeck

Texas Regional office

Credit Card: 2% of Total paid + \$1.56  
Echeck: No site fee

\*\*\*\*Effective 11/1/14 Xpress Pay will accept American Express Credit Cards  
Fee amounts will remain unchanged.