

E-Bill Express

Q: What is E-Bill Express?

A: Berkley Asset Protection's E-Bill Express is a web-based program that notifies you when a bill payment is due and permits you to pay the bill online using your bank checking account.

Do I need any special hardware or software to sign up for E-Bill Express payment service?

A: No special hardware or software is required to use this service. You will only need a computer and web access. Please note that some older browsers use 40-bit encryption. For the highest level of security available, we suggest you use 128-bit encryption to access the site.

Q: After enrolling in this payment service, when can I start paying my bills?

A: After you complete and submit the enrollment form and respond to the activation email, we will start your service immediately. You can then access the service to pay a current bill or view past bills. You should begin receiving an E-Bill notification within a month or so, depending upon the billing cycle.

Q: What if I forget my login ID or password?

A: Go to the [Bill Pay website](#) and click "Forgot your Login ID" or "Password Help."

Q: How am I billed for this service?

A: There is no cost to enroll in or use E-Bill Express, however, if you choose to pay by installments, there is a \$5 per policy per installment fee. See the service Terms and Conditions for complete details.

Q: How do I cancel this payment service?

A: To cancel, log in and click "Un-enroll," or you may contact our billing team at mnelson@BerkleyAssetPro.com.

Q: Where can I find my account number?

A: You can find your account number on a recent bill. Do not use your policy number.

Q: If an account is in a name other than my own, can I still sign up for E-Bill payment service?

A: Yes, but please be sure to use the correct account number as it appears on the monthly paper bill.

Q: Will I receive a reminder that I have an E-Bill ready for viewing and paying?

A: You will receive an e-mail notification reminding you that an E-Bill is ready for payment.

Q: How long does it take to receive a new E-Bill?

A: Once you enroll your most recent bill is available immediately.

Q: Will I still receive a paper copy of the bill through the U.S. mail?

A: Yes, you will still receive a paper bill through the U.S. mail as you did before.

Q: Can I store or view paid E-Bills?

A: You can view paid E-Bills by looking at "Search and Pay my Bills." E-Bills will be available for a period of time, typically six to twelve months. You can always use your browser's print function to print the bill, if desired.

Q: When is the money for the payment drawn from my bank account?

A: The funds for the payment are debited from your account on the scheduled payment date. Keep in mind that you should always have funds available to cover the payment on that date.

Q: How far in advance of the due date should I schedule my payments?

A: We suggest you schedule your payment at least 3 business days before the actual payment due date.

Q: Can I make a payment greater than my regular monthly payment amount?

A: No, at this time you can only pay the amount due for one invoice, if you would like to make a payment that is greater please contact our Billing Department.

Q: Can I enroll in auto-debit and still receive an E-Bill through this system?

A: No, at this time we do not offer Auto-Debit.

Q: My E-Bill is late. What should I do?

A: If your normal E-Bill billing cycle has passed and you still have not received your E-Bill, contact the Billing Department. Depending on billing cycles, the exact day you receive your bill may vary.

Q: How can I confirm that a payment has been made?

A: After the payment date, check the status of the payment by looking in "Payment Status." If the status is "Paid," then the payment has been sent. You can also check to see if the funds have been drawn from your bank account, or you can contact the billing team to see if they received and credited the payment.

Q: What do I do if the payment amount or payment date is incorrect?

A: Please contact the Billing Department.

Billing contact information:

860-380-1189

mnelson@berkleyassetpro.com