



# Euler Hermes E-Bill Express

Go Green by Paying Online

Euler Hermes E-Bill Express is a new online billing option that gives you a free, secure, and paperless way to pay your invoices.

## Features and Benefits of E-Bill Express

Scheduled payments and auto debit

Streamlines your bill paying routine to save you time and effort

Get electronic due date reminders

Helps you avoid the consequences of late payment

Search previous bills, view payment status and print or electronically save your invoices

Allows convenient tracking and record-keeping

## Signing up and accessing E-Bill Express

Signing up for E-Bill Express is simple. Simply complete and submit the enrollment form, found in EOLIS, and respond to the activation email.

Once activated, E-Bill Express can be easily accessed via EOLIS. When you're ready to pay, all you need to do is sign in, enter the amount, schedule your payment, and click to submit. It's that easy.

No special hardware or software is required to use this service. You will only need web access.

## Secure payments with E-Bill Express

Notifications of new E-Bills are delivered via email and can be securely accessed online via EOLIS. For the most secure experience, we recommend using a newer browser version that enables you to use 128-bit encryption.

## When can I start?

After you complete and submit the enrollment form you will be prompted to confirm your activation via email. Once you confirm, 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.

For more information contact our Advisory and Solution Department by emailing [ASD@eulerhermes.com](mailto:ASD@eulerhermes.com) or calling **1-888-269-5653**.

Remember, you can always look up the ASD contact info by clicking the "Contact Us" link in EOLIS.



**EULER HERMES**

Our knowledge serving your success



# User FAQs

## What types of payment are accepted?

At this time only ACH payments are accepted but we are working toward additional payment options including direct debit for the future.

## Where can I find my policy number?

You can find your policy number in your policy binder, on any invoice, or in the top right corner of your home page on EOLIS.

## What if I forget my password?

The log in screen provides the option to have your password sent to the email address used when you enrolled.

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

Yes, but please be sure to use the correct policy number.

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

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

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

Once you enroll your most recent bill is available immediately.

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

You will still receive premium invoices via U.S. Mail, which you can pay online. All other invoices will be emailed unless you have requested otherwise.

## How do I cancel this payment service?

To cancel the service, log in to EOLIS and click un-enroll, or you may contact our Advisory and Solution Department (contact info below).

## Can I store or view paid E-Bills?

You can view paid E-Bills by clicking the "Search and Pay my Bills" link in EOLIS. E-Bills will typically be available for six to twelve months. You can always use your browser's print function to print the bill or save an electronic copy if you want to keep long-term records.

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

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.

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

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

## Can I make a payment greater than my invoice amount?

Yes, as long as there are other invoices to apply the overpayment.

## The amount for an E-Bill seems incorrect. What should I do?

If you have questions about an E-Bill, please contact our Advisory and Solution Department (contact info below) for additional information.

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

If your normal E-Bill billing cycle has passed and you still have not received your E-Bill, contact the Advisory and Solution Department (contact info below) for additional information. Depending on billing cycles, the exact day you receive your bill each month may vary.

## How can I confirm that a payment has been made?

After the payment date, check the status of the payment by clicking the "Payment Status" link. If the status is marked as "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 call the Advisory and Solution Department (contact info below) to ask if we received and credited the payment.

## What do I do if the payment amount is incorrect?

If the payment amount is incorrect please contact our Advisory and Solution Department (contact info below).

## What do I do if the payment date is incorrect?

If the payment amount is incorrect please contact our Advisory and Solution Department (contact info below).

## How do I change my bank information?

Follow the steps below:

- In Main Menu
- Click Manage Payment Accounts
- Click Edit for account to be changed
- Change information as appropriate
- Click 'I agree'
- Click Update

See the service Terms and Conditions for complete details.

For more information contact our Advisory and Solution Department by emailing [ASD@eulerhermes.com](mailto:ASD@eulerhermes.com) or calling **1-888-269-5653**.