



SIU's Insurance EasyPay Frequently Asked Questions for Agents

Q. How do I log in?

A. Your username and password to login to www.insuranceeasypay.com are the same as your username and password for www.siuins.com.

Q. How long does it take for a payment to post?

A. Standard time is 24-48 hours.

Q. Do I have to pay the full amount?

A. No. You have the option to change the amount of the payment, but you must select the reason for this from the dropdown boxes.

Q. How are agent commissions viewed in Insurance EasyPay?

A. In the agent portal, the amount due shown for a policy is *NET* of the agency commission.

Q. Can an insured make an online payment?

A. Yes. All Invoices processed on an Agency Bill or Direct Bill to Insured basis are available for payment on the site. Certain policies that are processed on a Direct Bill to Company basis must be paid directly on the Insurance Company's website.

Q. What are the payment method options?

A. All major credit cards (*except AMEX*) can be used, as well as e-check.

Q. Is there a processing fee?

A. There is no fee for e-check payments. However, for credit/debit card transactions the fee is 3% of the total due. The fees are charged by the third party payment processing vendor and are stated in the total amount due.

Q. Can I still mail in a check for payment?

A. Yes. We currently accept this payment method, but encourage you to use SIU's Insurance EasyPay as a quick, convenient way to make payments.

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