



## Gulfshore Insurance e-Pay FAQ's

*Review the following frequently asked questions for fast answers about Gulfshore Insurance's e-Pay online payment service.*

- Where do I access e-Pay?
- How do I know the Web site is secure?
- Do I need to be signed up or granted an account to pay online?
- Will I be charged a fee for making my payment online?
- Can I use my credit card to make payments?
- Can I use my checking account to pay online?
- What type of information do I need to pay online?
- What is a routing transit number?
- Where do I find my checking and routing transit numbers?
- Is it possible to set up recurring payments?
- Can I make payments anytime of the week?
- Will I receive confirmation of the payment?
- When does Gulfshore Insurance receive my payment?
- Is e-Pay available for all policies?
- How is e-Pay different from a wire transfer?
- Will you notify me if something goes wrong with my payment?
- I have read the FAQ's but I still have questions. Who can I contact?



## Where do I access e-Pay?

E-Pay can be accessed from the homepage of the Gulfshore Insurance website at [www.GulfshoreInsurance.com](http://www.GulfshoreInsurance.com). Simply click the Gulfshore Insurance e-Pay link in the upper right-hand corner of the homepage.



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## How do I know the Web site is secure?

We have partnered with SunTrust to provide a safe and secured payment service. The site uses 128-bit encryption to ensure your account information and personal data are always secure when sent over the Internet.

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## Do I need to be signed up or granted an account to pay online?

No. All you need is your client code or policy number (located on your invoice) to get started with e-Pay.

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### **Will I be charged a fee for making my payment online?**

There is no charge to our customers for using our online payment feature.

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### **Can I use my credit card to make payments?**

At this time, you may only use your checking or savings account to make an online payment.

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### **Can I use my checking account to pay online?**

Yes! Making payments with your checking account is easy. You just need your bank account information.

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### **What type of information do I need to pay online?**

You need the payment amount, your bank's routing transit number, and your checking account number.

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### **What is a routing transit number?**

It is a number that identifies the bank your checking account belongs to.

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### **Where do I find my checking and routing transit numbers?**

Both numbers are printed at the bottom of your check. The routing transit number is the first (nine digit number) and your checking account number (which may vary in length and be broken into groups of numbers) is usually the second number. The following number is generally the check number (not part of your checking account number) and therefore, should not be included when entering your checking account number. If you do not have a check available, please contact your bank for this information.

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### **Is it possible to set up recurring payments?**

Yes, by enrolling in our reoccurring payment program you can have your premium payments deducted from your bank account automatically at the time they are due.

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### **Can I make payments anytime of the week?**

Yes! Payments may be made online at any time. Payments input prior to 5:00 P.M. EST will post at the opening of business on the following business day.

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### **Will I receive confirmation of the payment?**

Yes, each time you make a payment you will be directed to a payment confirmation page. You will also receive a confirmation email that includes the payment information.

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### **When does Gulfshore Insurance receive my payment?**

Gulfshore Insurance will post your payment at the start of the following business day after payment is made online. Please allow up to 4 business days for the funds to clear the bank.

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### **Is e-Pay available for all policies?**

Yes, our online payment feature is available for all active policies.

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### **How is e-Pay different from a wire transfer?**

Wire transfers involve electronic payment information exchanged by banks, generally on the same day at a fee; whereas, Gulfshore's e-Pay service generates payment on the following business day at no charge.

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### **Will you notify me if something goes wrong with my payment?**

Yes, you will be notified by your Account Manager if there are any problems with your payment.

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### **I have read the FAQ's but I still have questions. Who can I contact?**

Please contact your Account Manager by calling 239.261.3646.

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