



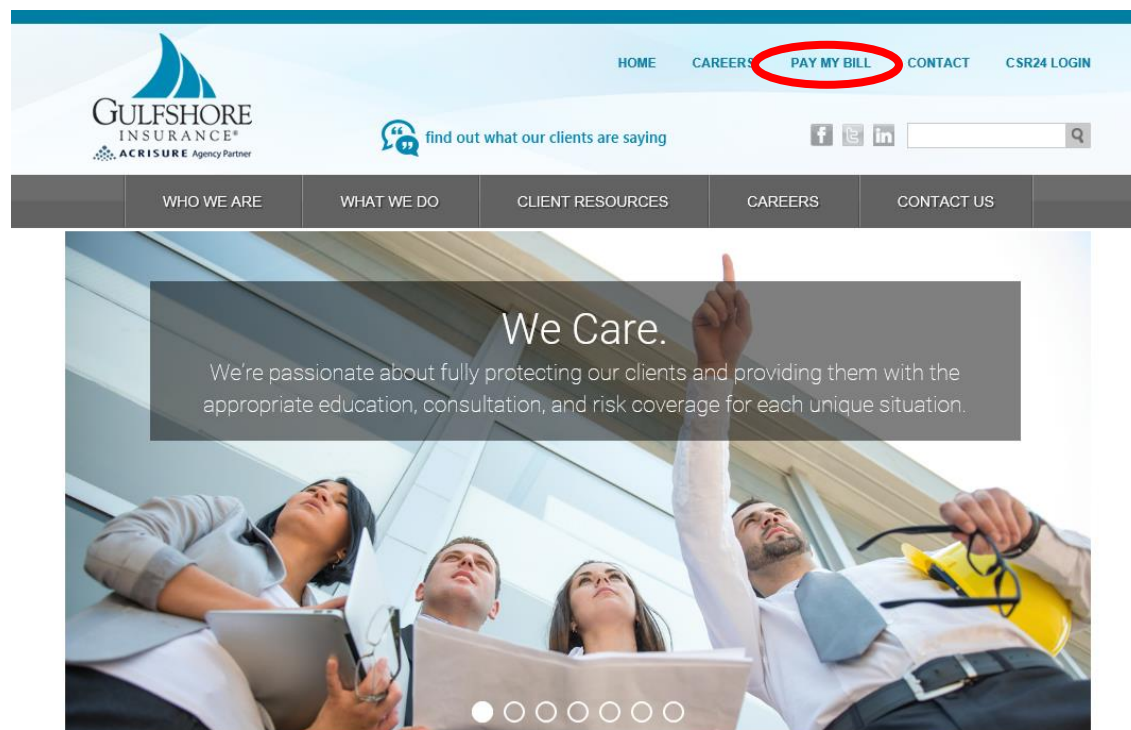
Gulfshore Insurance e-Pay FAQ's

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 website 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?
- 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. Simply click the Gulfshore Insurance “Pay My Bill” link in the upper right-hand corner of the homepage.



How do I know the website is secure?

We have partnered with Simply Easier Payments to provide a safe and secured payment service. Simply Easier Payments maintains the highest level of security with PCI DSS Level 1 validation.

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

No. All you need is your client code (located on your invoice) to get started.

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

There is no charge to our clients for making ACH payments. A credit card option is available; however, the merchant charges a processing fee (3% or a minimum of \$4.95)

Can I use my credit card to make payments?

Yes, you may use your credit card. The merchant does charge a processing fee (3% or a minimum of \$4.95).

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 (routing and account numbers).

What type of information do I need to pay online?

You need your client code (can be found on your invoice), the payment amount, and your banking or credit card information.

What is a routing transit number?

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

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 typically 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.

Is it possible to set up recurring payments?

Yes, by enrolling in our recurring payment program you can have your premium payments deducted from your bank account automatically at the time they are due. Please let your Account Manager know if you would like these set up.

Can I make payments anytime of the week?

Yes! Payments may be made online at any time.

Will I receive confirmation of the payment?

Yes, you will receive a confirmation email that includes the payment information.

When does Gulfshore Insurance receive my payment?

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

Is e-Pay available for all policies?

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

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.

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.