

Direct Bill Services

For policies issued through eCLIQ® Simple™



We're committed to providing you and your clients many of the same billing self-service options as available for standard policies issued through eCLIQ.

Liberty Mutual customers with eCLIQ Simple policies can speak with a specialist dedicated to serving them during our normal business hours, M – F, 8 am – 8 pm (EST).

Phone: 844-861-0334
Email:
ZT_Billing_Support@LibertyMutual.com

Billing Services

Agent self-service capabilities available through our Agents' Portal:

- Access to customers' accounts for billing and payment options to:
 - Manage their financial data for automatic payments
 - Make single online payments
 - Manage the paperless billing option
 - Update their billing email address
 - View and print electronic copies of their notices
 - Enroll in automatic payment options with paperless billing
- Agent dashboard showing customers' policies in critical status

Policyholder self-service capabilities available using a desktop, tablet or smartphone at mybusinessonline.libertymutual.com.

- Without creating an online account, customers can view and pay their bill from the log in page
- Create an online account with a customer profile in order to:
 - View account summary, policy details, future installments and billing notices
 - Make single online payments using:
 - Electronic check (EFT)
 - Credit/debit card*
 - Manage the paperless billing option
 - Update their billing email address
 - Enroll in automatic payments with paperless billing
 - EFT – recurring payments from a checking account; no service fees
 - Credit/debit card* - recurring payments charged to selected card; service fees apply
 - Manage their financial data for automatic payments

*Credit/debit card payments are limited to accounts with a total annual premium of less than \$25,000. We accept Visa, MasterCard, and American Express.

Navigate to the billing screen you need!

I want to make a payment...

- Select **Pay Now** on the **Summary** tab.
- On the payment screen, select a payment type (EFT or credit/debit card) and enter a payment amount
- Click **Continue** to open and enter information on the financial data screen.
- Click **Submit** to receive payment confirmation.

I want to view my invoices...

Notice	Date of issuance	Policy #
Billing Notice	08/31/2020	

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- Click on the **Notices** tab to see the list of billing notices, then click on the 'eye' icon for a particular notice to open a pdf copy of that notice.

I want to update my settings...

- Click on the **Settings** tab to access your account preferences.
- Click on the pencil icon next to the item you want to update.
- As an example, for Automatic Payments, you will be presented with the enrollment screen.
- Click **Continue** to open and enter information on the financial data screen based on your payment type selection.
- Click **Complete** to receive confirmation of your changes.