

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: 844-961-0334
Email:
ZT_Billing_Support@LibertyMutual.com

Billing Services

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

- Manage customers' accounts for billing and payment options to:
 - Update their financial data for automatic payments
 - Make single online payments
 - View and print electronic copies of their notices
- Encourage customer enrollment in the:
 - Automatic payment options with paperless billing
 - Paperless billing option
- 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
- A customer can create an online account 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.

Customers can easily navigate to the billing screen they need!

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.

The screenshot shows the Liberty Mutual Insurance Summary page. The 'Summary' tab is highlighted. Account details include: Account #: 9000012345, Account of: ACME Discount Company, Email: test@gmail.com, Paperless Billing: On, Policies: BWG11111111, Automatic Payments: OFF, Agents(s): ABC Insurance Company, and Billable Party: ACME Company. On the right, there is a 'Pay Now' section with a 'Minimum payment' of \$138.00, a 'Due by' date of 07/27/2020, and an 'Account balance' of \$1,992.52. Below this is a 'Pay Now' form with a 'Pay Now' button and a 'More Info' button. A message at the top says: 'Need to update Automatic Payments or Paperless Billing? Click on [Settings](#) for fast and easy access.'

To view my invoices...

The screenshot shows the Liberty Mutual Insurance Notices page. The 'Notices' tab is highlighted. Below the navigation bar, there is a section titled 'Billing notices' with a table. The table has columns for 'Notice', 'Date of issuance', and 'Policy #'. One row is visible with 'Billing Notice', '06/31/2020', and a policy number. An 'eye' icon is highlighted in a red box next to the notice.

- 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.

The screenshot shows a PDF billing notice from Liberty Mutual Insurance. The notice is for 'Business Insurance' and is dated September 1, 2020. It includes the following information: Amount Due: \$687.82, Due Date: 09/01/2020, and Account Balance: \$3587.86. The account number is 464610770. The notice is addressed to 201 S. JEFFERS ST, N. PLATTE, NEBRASKA.

To update settings...

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

The screenshot shows the Liberty Mutual Insurance Settings page. The 'Settings' tab is highlighted. The 'Automatic payments' section is expanded, showing options for 'Paperless billing' (On) and 'Automatic payments' (Off). Below this, there is a form for 'Automatic payments' with fields for 'Account type' (Checking), 'Routing number', and 'Account number'. There is a 'Continue' button and a 'Cancel' button. A message at the top says: 'Save up to \$80/year by enrolling in EFT automatic payments and paperless billing. Savings vary by state.'