

# Insured Frequently Asked Questions

## Is the Insured Payment Portal available for all policies?

No, it is only available for direct-billed enabled policies including Builders Risk, Cyber, Non-profit, Private Company and Real Estate.

All other Victor policies only allow agency-billed options at this time. Your insurance agent has access to an Agent Payment Portal to submit payment for agency-billed policies as well.

## What information do I need to enroll?

The only information needed for enrollment is your customer number and zip code as referenced on your invoice. The customer number usually begins with "CI."

## Do I have to enroll to make a payment?

No, you can pay as a guest. All you need is your customer number and zip code.

## What do I do if my account is locked?

Select the 'forgot my password' link to reset password. A user is allowed three unsuccessful login attempts before the account is locked. If that does not work, email [Accounting.US@VictorInsurance.com](mailto:Accounting.US@VictorInsurance.com), please include your customer number in the subject line.

## I have enrolled – can I share access to our account with other members of my team?

Yes, once enrolled you can easily share access with members of your team. In the settings menu, click 'Account linking,' from there you can send access invites and recipients will receive a link to create their own username and password.

## I have multiple customer accounts with Victor, can I link accounts?

Yes, once enrolled you can easily link multiple customer accounts to one single login. In the settings menu click, 'Account Linking,' from there you can include your additional accounts. If you are sharing access with members of your team, you can send access invites separately for each of your customer accounts.

## Can payments be made over the phone?

No, there is not a pay-by-phone option.

## Can payments be made using a credit card?

No, payments can be made using a checking or savings account only.



## Can I make a partial payment?

No, payment must be made for the exact amount due.

## How soon after a policy is bound will the invoice be available to pay online?

The invoice will be available on the payment portal on the next business day.

## When are payments processed?

Payments made online before 8:00 p.m. ET will be posted to our accounting system the next business day.

*Example:*

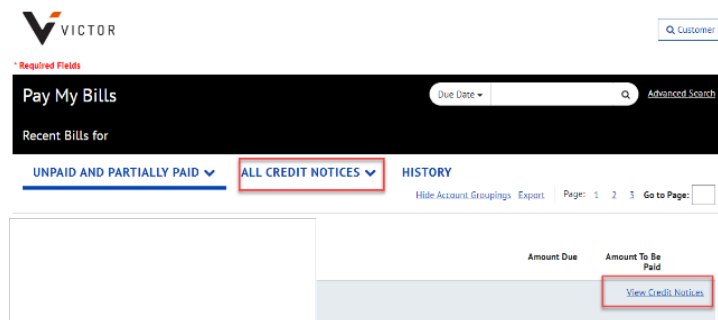
- For payments made on Monday, the payment will be pending until 8:00 p.m. ET and can be canceled until 8:00 p.m. ET
- For payments made after 8:00 p.m. ET on Monday the payment will be marked as finalized and invoice as paid on the payment portal
- The payment will be posted to the Victor accounting system on Tuesday

## Can I make a payment for a future date?

Yes. Please note, if a future payment date is selected, the invoice will no longer appear on the unpaid/partially paid list, but the payment will not be sent to Victor until the selected payment date.

## How do I apply a Credit Memo?

To apply a credit memo, click on 'View Credit Notices.'



The screenshot shows the Victor Insurance payment portal. At the top left is the Victor logo. Below it is a search bar with 'Customer 5' entered. The main section is titled 'Pay My Bills' and includes a 'Due Date' dropdown and an 'Advanced Search' button. Below this is a navigation bar with three tabs: 'UNPAID AND PARTIALLY PAID', 'ALL CREDIT NOTICES' (which is highlighted with a red box), and 'HISTORY'. Below the navigation bar is a table with columns for 'Amount Due' and 'Amount To Be Paid'. A red box highlights a 'View Credit Notices' link in the table.

## If I have additional questions, who should I contact?

Please email [accounting.us@victorinsurance.com](mailto:accounting.us@victorinsurance.com).

