Frequently Asked Questions

What policies can be paid using the Victor Online Payment Portal?

Policies that are underwritten by Victor in the US including Auto Dealership, Builders Risk, Cyber, Design & Construction, Developers E&O, Kidnap, Ransom & Extortion, Non-profit Management Liability, and Real Estate E&O.

Forest & logging accounts or policies bound with Victor for Agents are *not* available to pay using the Victor Online Payment Portal.

What Information do I need to enroll?

The only information needed for enrollment is your broker number and zip code as referenced on your monthly statement.

Do I have to enroll to make a payment?

No, you can pay as a guest. All you need is your broker 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, please include your broker 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 broker accounts with Victor, can I link accounts?

Yes, once enrolled you can easily link multiple broker 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 broker 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.

Are Direct Bill policies available to pay on the payment portal?
No, only Agency Bill policies will be available to pay. If a policy is Direct Bill to the insured, it will not be available on this payment portal.

Can insureds pay on the website?
No, currently the online payment option is only available for brokers.

If a policy did not renew or needs to be cancelled, can I advise Victor on the payment portal?
No, you must contact your underwriter directly to notify of a policy change, cancel request, or nonrenewal.

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

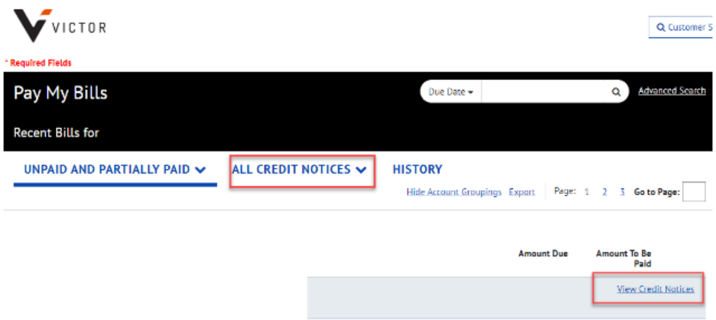
Can I make a payment for a future date?
Yes. Please note, if a future payment date is selected, the invoice will no longer appear on the unpaid/partially paid list, but the payment will not be sent to Victor until the selected payment date.

Can I sort by customer name?
Sorting by customer name is not an option, however you can search by customer name. It may be helpful to explore the 'Advanced Search' link located near the search bar, from there you can filter by due date and search by customer name or policy number.

How can I view only the items currently on my statement?
Click on 'Advanced Search' located near the search bar. From there you can filter by due dates as well as search by insured name or policy number.

How do I apply a Credit Memo?

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



If I have additional questions, who should I contact?

Please email accounting.us@victorinsurance.com.