

Q. I am unable to access the new payment website with my credentials that I have been using for years, what should I do?

A. When using the new site, you must register and create a new secure password. You cannot use your old credentials.

Q. What policy number do I use?

A. Any valid policy number will work. Amerisure uses this to ensure the identity of policyholders, not for directing your payments.

Q. I receive a message that my information is incorrect, where can I locate my information to make a Quick Payment or Register?

A. Please refer to your Amerisure invoice for the needed information.

Q. Where is my account number located? (Michigan Commercial Auto Policies only)

A. It is located on your policy documents.

Q. I went through the registration steps now what?

A. After successfully registering head over to your email and look for an invitation from Microsoft to setup two factor authentication to keep your information secure.

Q. I registered my account and one policy; how do I see all policies I have with Amerisure?

A. Amerisure invoices all policies at an account level, when registering a single policy is used to solely ensure the identity of policyholders. Once registered all policies associated will be associated to your account number. *Not applicable to MAIPF Michigan Commercial Auto Policyholders.*

Q. Can more than one person have access to an account or policy?

A. Yes, multiple users can have access to an account. Each user can register separately utilizing a different email. Please note that banking information is not linked between any users.

Q. I already have an email address associated with a Microsoft account, now what?

If you already have an email address associated with a Microsoft account different steps are required. Please refer to the **Registration two-factor enrollment guide** for more information.

Q. What name should I put in when I make a payment?

A. Your own name.

Q. How do I make my MAIPF (Michigan Automobile Insurance Placement Facility) renewal payment?

A. Select Quick Pay, choose the Michigan Commercial Auto Policyholders account type, enter your account number, upcoming renewal policy number and billing zip code.

Q. How do I pay for my Workers' Compensation reporting?

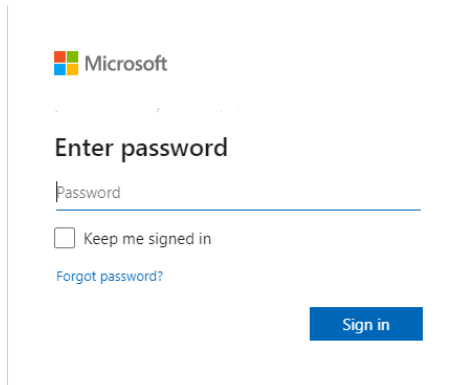
A. Use the Quick Pay option.

Q. I just made a payment for the incorrect amount. How can I delete it?

A. Contact your Amerisure Credit Representative. They can void the payment if it is the same day the payment was made.

Q. Can my credit representative reset my password?

A. No, after registering if you have forgotten your password you can utilize the "Forgot password?" link shown below or contact the Amerisure Service Desk at 248-482-9000.



The image shows a Microsoft login interface. At the top left is the Microsoft logo. Below it, the text "Enter password" is displayed. There is a password input field with a placeholder text "Password". Below the input field, there is a checkbox labeled "Keep me signed in" and a link labeled "Forgot password?". At the bottom right of the form is a blue "Sign in" button.

Q. How do I pay my deductible premium?

A. Customers can use Quick Pay or register for the Payment Center where payments can be made along with viewing Loss Invoices.

Q. I just made a payment through the portal. Why didn't my balance adjust?

A. Your balance will not adjust until the next invoice generates.

Q. Can I have a copy of my invoice emailed to me?

A. Registered users can enroll in notifications under the preference section in the Payment center to receive updates on invoices.

Q. Can I have call and provide my payment information over the phone for payments?

A. For the security of your banking information, we are not able to take payment information on behalf of customers.

Q. Does Amerisure accept credit cards?

A. No.

Q. I don't see the check I mailed to Amerisure on EZ Pay.

A. Payments made to Amerisure's lockbox will not appear in the EZ Pay Payment Center history. Only online payments will appear.

Q. Will my Quick Pay payments appear if I register?

A. Yes, customers who utilize Quick Pay can see those payments in EZ Pay if registered. Until registered, customers will not see the complete payment history.

Q. Where can I see my installment schedule or rescission notices online?

A. The Amerisure EZ Pay site will display invoices only. Amerisure's SureConnect website displays all billing & policy documents, please contact your agency for access. *MAIPF (Michigan Automobile Insurance Placement Facility) do not have access to SureConnect.*

Q. Can I have my premium & loss invoice emailed to me?

A. Yes, registered EZ Pay customers who enroll in notifications from the preferences tab will receive an email anytime a new invoice is created. Simply click on the

Q. How will I know when my AutoPay payment will be withdrawn?

A. AutoPay payments will be withdrawn on the invoice due date. For customers enrolled in notifications an email will be sent 5 days prior to withdrawal.

Q. I have a debit block on my bank account and my payment to Amerisure was stopped. How can I resolve this?

A. If a NACHA debit block is on your account you will need to contact your financial institution to have the block lifted. You will also need to contact your Amerisure Credit Representative to unblock the account on the Amerisure EZ Pay website.

Q. I have multiple accounts with Amerisure how can I see and pay for them all?

A. Registered EZ Pay customers can select the "Link Billings" button on the EZ Pay Payment Center to add additional accounts. Valid information is required to add accounts.

Q. As an agency and I want to make a Quick Payment for my insured, what account type should I choose?

A. As an agency paying on behalf of an insured, if the insured is part of the MAIPF (Michigan Automobile Insurance Placement Facility) you should choose Michigan Commercial Auto Policyholders. All others should choose Account Holder.