



Frequently Asked Questions

What information do I need to enroll in E-PAY Express?

You will need a copy of a recent Berkley Southwest billing statement with your account number and authentication code at the top of the first page. You will also need an email address, as well as your bank routing number and account number, to set up a payment account or make a payment.

Where can I find my account number and authentication code?

You can find your account number and authentication code on a recent paper bill in the top section. You will need this information to make a payment or enroll.

After enrolling, when can I start paying my bills?

After you complete the enrollment process and respond to the activation email, you can access the website to make payments on your account. You will begin receiving an email notification from E-Pay Express each time a new billing statement is available for review.

How long does it take to receive a new E-PAY billing statement?

Once you enroll, your most recent bill is available immediately.

What if I forget my password?

The initial screen has a "Password Help?" link where you can reset your password.



How am I billed for this service?

There is no cost for enrolling in and using this payment site.



Will I still receive a paper copy of the bill through the U.S. mail?

Yes, you will still receive a paper billing statement from Berkley Southwest in the mail. This bill contains policy specific details, and shows all the transactions that have been processed on your policies.



I made a payment, but the amount on my billing statement in E-Pay has not changed?

The billing statement is only updated once per month, just like the paper billing statement is only mailed once per month. Payments made online can be viewed via the payment history; however, you will not see any changes to your monthly billing statement amount until a new bill issues the next month.



Will I receive a reminder each month that I have a new E-PAY billing available?

Yes, once you are enrolled. Each month, when your billing statement is mailed to you, it will be displayed in E-PAY Express. You will receive an email notification reminding you that a new statement is available for viewing and is ready for payment.



How can I confirm that a payment has been made?

You should receive an email with a confirmation number once a payment is processed. After the payment date, check the status of the payment in E-PAY Express by viewing the "Payment History". If the status is "Paid," then the payment has been sent. You may also check to see if the funds have been withdrawn from your bank account, or you can contact the billing department (**1-800-955-0325, option 7, option 2**) to confirm your payment was received and applied to your account.



Can I store or view paid billing statements in E-Pay Express?

The last twelve months of billing statements are available for viewing in E-Pay Express. You may also choose to download and print a copy of your statement from the PDF image available in E-Pay.



When is the money for the payment drawn from my bank account?

The funds for the payment are debited from your account on the scheduled payment date. Keep in mind that you should always have funds available to cover the payment on that date.



How far in advance of the due date should I schedule my payments?

We suggest you schedule your payment for at least 3 business days before the actual payment due date. Payments are not posted in the billing system until the next business day.



Can I make a payment greater than my regular monthly payment amount?

Yes, you can make a payment in any amount you choose, but you should always make certain that you are paying at least the minimum due for all of your policies.



Can I be enrolled in the EFT program and still receive a billing notices through E-Pay Express?

No. Berkley Southwest's EFT program is a separate billing type that allows us to directly debit payments from your bank account on your installment due date. Only policies that are billed on a Direct Bill invoice are available in E-Pay Express. With Direct Bill, you control the dates and amounts of the payments entered in E-Pay Express. You may elect to set up Auto-Pay in E-Pay Express if you wish.



The amount for E-PAY seems incorrect. What should I do?

If you have questions about the amount due, please contact the billing department for additional information.



How do I cancel a payment I have already scheduled in E-PAY Express?

To cancel a payment you have already scheduled in E-PAY Express you must call a Berkley Southwest billing representative at **1-800-955-0325, option 7**. Payments that are entered on the same day or that have a future date can usually be stopped.



My E-PAY Express notification is late. What should I do?

If your regular billing statement from Berkley Southwest has arrived in the mail and you still have not received an email that your billing statement is available in E-Pay Express, please contact the billing department for additional information. Depending on billing cycles, the exact day you receive your bill each month may vary.



What do I do if the minimum amount due or balance on my E-PAY Express billing summary is incorrect?

If the payment amount or balances on your billing summary seem incorrect, please contact the billing department.



What do I do if the payment date is incorrect?

If the payment due date is incorrect, please contact the billing department.



What do I do if I have fraud filters or debit authorizations on my bank account to allow withdrawal from my account?

Before processing your payment in E-Pay, contact the billing department to get the ACH ID that will be used when debiting your account.



Can I make a payment using my credit card?

Credit cards are only accepted over the phone for payment of collection balances and cancellation notices. To make a payment by credit card, you must contact a billing representative at **1-800-955-0325, Option 7, Option 2.**



How do I contact the Berkley Southwest Billing Department?

Phone: 1-800-955-0325, Option 7,

Email: billing@berkleysw.com

Mail: Berkley Southwest

Direct Bill Department

P.O. Box 152180

Irving, TX 75015-2180