



## Frequently Asked Questions

### New Online Bill Pay

Access EPIC Online Bill Pay at: [www.hemic.com/portals](http://www.hemic.com/portals)

- **What payment methods can I use?** You can pay with a bank account (ACH) or a credit card (Visa, Mastercard, Discover, American Express).
- **Is there a fee for using a credit card?** Yes, a surcharge of 3.95% of the payment amount will be added to credit card payments. There is no service fee for bank account payments.
- **When will my online payment be processed?** It will be processed 24 hours after payment is made.
- **What information do I need to make a payment?** To make a payment you will need your invoice number, policy number and account name. These are all listed on your invoice. You will also need to provide your phone number, email, and bank account or credit card information.
- **What is the smallest payment I can make?** The Balance Due on your invoice is the amount you owe and the payment that you are required to make.
- **I don't have my invoice. Can I get a copy?** To request a copy, call (808) 784-3020 or email [service@employersprotectiveinsurance.com](mailto:service@employersprotectiveinsurance.com).
- **Can I schedule a payment or set up automatic payments?** No, scheduled and automatic payments are not currently available, but they will be coming soon.
- **Is it possible for my agent to submit payments on my behalf?** Yes, agents can make payments on behalf of their clients.
- **Is EPIC Online Bill Pay secure?** Yes, EPIC uses the InvoiceCloud payment platform, which is PCI compliant and is backed by the highest security standards.