Underwritten by: American Heritage Life Insurance Company

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EasyBill Online

Frequently Asked Questions

Coverage

Q. How do I register for EasyBill® Online?

A. Contact your Billing Team or send an email to AHLBillingInquiry@standard.com to request a registration number. Once you receive the registration number, go to standard.com/ahl/easybillonline and click on the "Register Now" button at the bottom of the screen. Complete the required fields and click "Submit."

Q. Can multiple people use the same registration number?

A. Yes, the same registration number can be used for multiple users. However, **each user under the registration number should register separately with their own email address, password and security questions**. If you need to provide a new main contact for billing, please contact your Billing Team.

Q. Will my account be deactivated due to inactivity?

A. If you do not sign on to EasyBill Online for 90 days, your registration will be deactivated. If you wish to reactivate your registration, please send an email to AHLBillingInquiry@standard.com.

Q. I can't log on. What should I do?

A. First, verify that you have completed the registration process. If so, complete the following steps:

- From the Home page, click "Forgot password."
- Enter the email address you used to register.
- Enter your account number.
- The security question you chose during registration will display. Enter the answer to the security question.
- Click "Submit."

If you are unable to remember your login information or if you are still unable to log on after completing the steps above, please email AHLBillingInquiry@standard.com and enter "Forgot Login ID" in the Subject line.

Q. How can I learn how to use EasyBill Online?

A. We offer a variety of tools to help you get up to speed. On the "My Help Center" page, scroll down for a link to register for a training session. You can also visit our Billing microsite to watch an instructional video and access various references, including guides, flyers, and FAQs.

Q. When are invoices available online?

A. You will receive an email notification when your bill is ready to be viewed online. Generally, invoices are available online mid-morning of the day following their production.

Q. How do I reconcile and make payments through EasyBill Online?

A. To reconcile your invoice online, complete the following steps:

- Go to “My Billing Info.”
- Click “Reconcile” to the right of the outstanding invoice.
- If the amount needs to be adjusted, make the needed change under the “Amount Remitted” column and select a reason from the drop-down box. If you are not submitting premiums for an employee, enter “0” in the Amount Remitted column.
- Make any needed changes or terminations.
- Click “Review & Pay Invoice.”

There are two options to pay: Pay Electronically or Send Payment by Mail.

If paying electronically:

- Enter your payment information and click “Next.”
- Click “Make Payment.”
- Print the confirmation page for your records.

Note: EasyBill Online does not provide a confirmation number when a payment is made. An ACH Transaction Confirmation will appear after payment has been made. Please print this confirmation page for your records.

If sending payment by mail:

- Print the Payment Summary and submit it with your check. Be sure to add your case number to the check. Once the payment has been received, we will process any requested terminations.

All transactions submitted on the website after 5 p.m. ET will be processed on the next business day.

Q. If no changes are needed on the invoice, can I pay by ACH without reconciling?

A. Yes. To the right of the outstanding invoice, there is a “Pay as Billed” link. Click on it to view the ACH request screen. Enter the bank draft information and click “Submit.”

Q. What if I use self-bill?

A. If you have a self-bill arrangement, you can pay online or by mail.

To pay through EasyBill Online:

- Go to “My Billing Info.”
- Select “Miscellaneous Payment.”
- Enter the full amount due and click “Submit.”
- Return to My Billing Info and select “Upload Invoice File.”
- Select the invoice file that matches the ACH Payment information that has been entered. Files can be in Excel, comma-delimited text (CSV), or ASCII text format.
- Click “Submit.”

To pay via U.S. mail, send your payment to:

General Mailbox for Payments

American Heritage Life
PO Box 650514
Dallas, TX 75265-0514

Overnight / Expedited Shipping Address

American Heritage Life
c/o BPO Wholesale Processing Center
6641 N Belt Line Road, Suite 100
Irving, TX 75063

Your payment will be matched to the submitted file once both are received.

If you have additional questions about self-billing, refer to the self-pay reference guide on the **Billing microsite**.

Q. When will my online payment be processed?

A. All transactions submitted on the website after 5 p.m. ET will be processed on the next business day.

Q. Do I have to pay online every time if I register with EasyBill Online?

A. No. If you do not want to pay online, you can pay by check, ACH auto draft or wire transfer.

Q. How can I set up an ACH auto draft?

A. To set up an ACH automatic draft, complete the following steps:

- Click on "My Billing Info."
- Click on the Auto Draft Setup link on the left-hand side of the screen.
- Enter your banking information.
- Agree to the Terms of Use.
- Click "Submit."
- A popup confirmation screen will appear. Click "OK." If the ACH auto draft is set up prior to the production date of the outstanding invoice, the draft will occur on the due date. Reconciliation is still expected and the auto draft will then be for the reconciled payment amount.

Q. How can I set up a wire transfer?

A. Contact your bank to set up a wire transfer. Here is the information you will need about The Standard:

Bank Name:	Bank of America
City & State:	Dallas, TX
Vendor Account Title:	American Heritage Life Insurance Company
Account Number:	2101001107
ABA Number:	0260-0959-3

Q. Where can I view invoices that are due?

A. On My Billing Info, click "Reconcile Invoice" in the left-hand column to view a list of outstanding unpaid invoices.

Q. Where can I view previous payments made?

A. Go to My Billing Info and click on "View Account Payments" in the left-hand column. A history of payments will display next to each invoice's unique payment re-entry number. (You can also find the re-entry number, case number, frequency, due date, invoice date, and team in the box at the top of the first page of the invoice.)

Q. What do I do if my payment is rejected?

A. If your online payment is rejected, we will notify you via email. You will be directed to re-submit your payment within 14 days to avoid a negative impact on your employees' coverage.

You can re-submit payments through EasyBill Online:

- Click "My Billing Info."
- Click "Miscellaneous Payment" on the left-hand side of the screen.
- Provide the correct banking information for the amount indicated on your rejection letter.

Or

Send a replacement check to:

American Heritage Life
PO Box 650514
Dallas, TX 75265-0514

Q. Where can I update my user information?

A.
- To update **contact number, account contact name, or mailing address**, click on "My Account Info" and go to the section under the "Update Account Information" heading.
- To update your **billing preference** (email notification or paper invoice), click on "Invoices."
- To update your **email address and/or password**, click on "Update User Information" in the left-hand column and follow the instructions on the screen.

Note: Multiple individuals can register with the same registration number. However, **each user under the registration number should register separately with their own email address, password and security questions**. If you are a new user, please complete a new registration using your company's registration number; do not change another individual's email address or password for your use.

Q. Can I update my employees' information online?

A. Yes, you can update your employees' information on the "My Employee Info" page. Click on "View/Update Employee Information" in the left-hand column.

- To update **employee demographics**, click on the employee's name, update the information and click "Submit." If a name change is needed, please contact your Billing Team.
- To update an **employee's address**, click on the employee's name and then click "Details." Update the information as needed, click "Save," and then click "Submit."

Q. How can I request an employee termination via EasyBill Online?

A. We recommend entering terminations through the invoice reconciliation process. However, terminations can also be entered by completing the following steps:

- Go to My Employee Info.
- Click on "Remove or Add Policies" in the left-hand column.
- Select the employee you wish to terminate.
- Click the "Remove" box.
- Select "Reason" from the drop-down list.
- Choose the current date or enter a future date. (Termination dates in the past will not be processed.)
- Click "Submit."

Note: Employees with future termination dates will continue to appear on this screen until the date of termination. You can make changes before this date, if necessary.

Q. Where can I find contact information for questions about my bill or employees?

A. Go to My Help Center for your account team's phone number and email address as well as customer services numbers and hours.

Q. Where do I find my Servicing Agent Information?

A. On the "My Account Info" page, your agent's name and phone number are listed at the top of the screen.

Q. Where are claim forms located?

A. On the "My Help Center" page, click on "Online Forms" in the left-hand column.

Q. Can I request a "5500 – Schedule A" form online?

A. Yes. On the "My Help Center" page, click on "Form 5500" in the left-hand column. On the following screen, enter the plan year dates and check the box next to your preferred delivery method (email or fax). If you request fax delivery, enter your fax number. Then, click "Submit."

Q. Where do I find my employer deduction change files?

A. You can find your deduction change reports on the "Deduction Change Reports" page (the far-right tab).

For questions regarding coverage, benefits or claims, call our Customer Care Center at 800-521-3535, Monday through Friday, 8 a.m. – 8 p.m. ET.