Getting Started with Online Payments

Thank you for being a LIO policyholder or partner!

As part of our mission, we are dedicated to making insurance simple. We're always looking for new ways to serve our customers so **we're excited to announce the launch of LIO's new payment center, which supports online payments and autopay!**

Please have at least one LIO billing account number or a related policy number ready for any accounts you'd like to make payments for and then follow these steps to get started:

Step 1: **Create a LIO user account if you don't already have one.**

- Go to the sign-up page, enter your name and email address, and click "Create Account."
  Note: If you aren't affiliated with a LIO partner, you do not need to enter a Partner ID.
- Check your inbox for the verification email from LIO and click the "Activate Account" button. You will be directed back to LIO's portal to continue.

Step 2: **Create a Payer profile and link your billing accounts.**

- Log in to the Payment Center, or click on "Payment Center" in our portal's navigation bar if you are already signed in.
- The first time you access the Payment Center, you'll be prompted with questions by our payer "wizard." Enter the basic information needed to link your first billing account for payment.
- If you would like to link additional billing accounts, go to your Account Management page and click "Add an Account."

Step 3: **Add a payment method.**

- Go to your Payment Settings and add your preferred payment method to use for future payments by clicking "Manage Payment Methods."
- We accept all major credit cards and ACH (A 3.5% fee applies to credit card transactions).

That's it! Once you have your payer profile and payment methods set up, you can easily:

Set up autopayments (Recommended)

- Once you have at least one billing account linked and one payment method added, you can opt to set up your billing account(s) for automatic payments.
- To configure your billing account(s) for autopay, go to the "Automatic Payments" panel under Payment Settings and click "Add an Autopay Account."

Make a manual payment

- If you don't have autopayments set up for a billing account, payments can be made by clicking on the "Make a Payment" button.
- Alternatively, you can make a payment from your Account Management page by opening the dropdown menu for the billing account (by clicking the dots to the right), or from the detail page for an account.

We'd love to hear your feedback on this new experience!
Please **fill out this short survey** to rate the payment process and share your thoughts.

Learn more at lioinsurance.com/payments. Need help? Contact us at service@lioinsurance.com