

What payment methods does The Hartford accept?

- Automatic/repetitive payments via credit card
- On-line payments via EFT or credit card
- IVR payment by phone for EFT or credit card
- EFT and credit card payments are also available through the mobile app

How does automatic payment work?

Automatic payment is one of the options that you can use to make payments to The Hartford. You can enroll in our Electronic Funds Transfer (EFT) plan so that premium payments are withdrawn from your bank account on the due date. To enroll, you will need the following: - The bank's nine digit routing number (This number is printed on your checks, or your bank can provide you with this number). - The bank account type (must be checking or savings). - Your bank account number. - The account holder's name. The funds will be electronically transferred from your bank to The Hartford on the date specified on your bill. [Learn More](#)

Are there any fees for paying by installments?

There are no additional fees to pay your bill using the Online Bill Pay Center.

There is no installment fee if you pay your entire policy premium in full. In many states there are reduced installment fees if you choose to enroll in our Electronic Funds Transfer (EFT) plan so that installment payments are withdrawn from your bank account on the due date.

We have many payment plans available. Choosing a shorter payment plan is a great way to reduce your installment fees.

Following a payment, how long will it take for the money to be withdrawn from my bank account?

We will submit the information to our financial institution on the next banking day. It will typically take two business days for the transaction to clear your bank account.

If I make a change to my policy that either increases or decreases my insurance premium, how will I be billed or receive my refund?

If you still have payments remaining in your policy term, your billing installments will be adjusted to reflect any increase or decrease in your premium. If you've already paid your policy in full, you will be billed for any additional premium or you will receive a refund in the form of your most recent payment. (Check, EFT, or Credit Card).

When will my payment be posted to my Hartford account?

Your account will immediately reflect the payment you have submitted as a pending payment. The actual payment will be posted to your account within three business days.

What is a pending payment?

A pending payment is a payment that you have scheduled and Hartford is in the process of withdrawing from your account.

How does online bill payment work?

The amount you elect to pay will typically be withdrawn from your bank account within two business days. To make a One-Time EFT payment, you will need the following:

- The bank's nine digit routing number (This number is printed on your checks, or your bank can provide you with this number).
- The bank account type (must be checking or savings).
- Your bank account number.
- The account holder's name.

The One –Time EFT payment will be electronically transferred from your bank to The Hartford.

Who can register for the Online Bill Pay?

What information do I need to register for the Online Bill Pay?

Is there a fee for using The Hartford's Online Bill Pay?

How can I update my email address?

Can I pay my bill online?

Will I receive confirmation of the changes I've requested online?

What if I don't know my policy or account number?

What types of policies can I register?

How can I change my User ID?

How do I change my address?

Who can register for the Online Bill Pay?

Each person needing access to support your business needs must register for the Online Bill Pay and set up their own unique User ID and Password.

What information do I need to register for the Online Bill Pay?

To register for the Online Bill Pay, please have your policy or account number handy. You will also be required to submit your name, business phone number, mailing address zip code, and email address.

Is there a fee for using The Hartford's Online Bill Pay?

No, The Hartford's Online Bill Pay is free and available 24/7. Please note: Installment Fees may still apply.

How can I update my email address?

We make updating your email address easy and convenient. Upon logging in to the Online Bill Pay, you may update your email address either by clicking "Update Email" within the "Manage My Account" box in the top right corner of the page, or by going into "My Profile" and selecting "Update email."

This change will only update the email used to confirm transactions processed on line. If you would like to update your email for other Hartford communications, please contact Customer Service.



Can I pay my bill online?

If you would like to pay your bill online, simply log in to the Online Bill Pay and pay by making a one-time EFT payment from your bank account.

Will I receive confirmation of the changes I've requested online?

Yes, you will receive an email confirmation that summarizes the changes you've requested.

What if I don't know my policy or account number?

To locate your policy or account number, reference your insurance bill. Your policy number is also found on the declarations page of your insurance policy.

What types of policies can I register?

If you currently receive a paper bill from The Hartford, you can enjoy the convenience of Online Bill Pay. Sign up now!

How can I change my User ID?

We make changing your User ID easy and convenient. Upon logging in to the Online Bill Pay Center, you may update your User ID by navigating to the "My Profile" section and selecting "Update User ID." As part of changing your User ID, you will be required to change your password to ensure maximum security to your account.

How do I change my address?

To change your address, please contact a representative. Click on the "Contact Us" link for more information.