AsperaPay

FAQs

How do I pay?

You don't. We will email invoices directly to your clients after the policy is bound.

AsperaPay billing accounts are created and viewable at gotopbs.com/asperapay within 1-3 days of the policy binding date.

Agencies **have the option to make payments** on their clients' behalf using the methods listed for client payments below.

How do my clients pay?

Your clients can pay via **credit card, check, or bank draft.** They will need to pay the full amount. AsperaPay does not accept partial payments.

If your clients pay by mail, they will need to mail payments to the AsperaPay billing address listed on the invoice. If payments are sent to the incorrect address, including Aspera's lock box, we may issue an NOC, if processing a mailed payment is delayed.

How often will I get paid commission?

Commissions are **sent on the 7th of each month.** If the 7th falls on a weekend or holiday, payments will be sent on the next business day.

You can choose to receive a physical check by mail or direct deposit via ACH. To set up your agency for ACH, visit gotopbs.com/asperapay and click "Direct Deposit Form" in the top righthand corner of the home page. Complete and return the form to asperapay@input1.com.

You can expect to receive ACH payments within 1-5 business days or a physical check within 3-10 business days. Broker Statement Reports are emailed the same day your commission is sent.

NOTE: Payment **must be made by the last day of the previous month** to be reflected in the current month's commission payment. For example, payments made May 31st would reflect in your June 7th commission payment, a payment made June 1st would reflect in July.

How will you bill my clients?

The clients will receive an email from do-not-reply@pbsnetaccess.com around two business days after binding with the invoice and payment instructions.

Is the renewal process the same?

Yes, with a few changes:

We will send you a renewal quote 60 days before the renewal date. Review the renewal quote with the client, obtain approval to bind, and bind the policy as usual.

We will email you and your clients an invoice 2 business days after binding the renewal.

When are payments due?

Payments are **due 30 days after coverage is bound.**

What if my client pays through a mortgage or premium finance company?

We will **not send invoices to mortgage or premium finance companies.** You or your client can forward the invoice to the company paying the premium. Make sure the paying company knows where to send payments.

Is a payment plan available?

No, we still **require full payment.** AsperaPay is unable to apply partial payments.

Can clients use premium financing?

Yes. Contact gotoPremiumFinance directly (www.gotopf.com, 888-875-4000 x8102, or brokersupport@input1.com) to learn more.

Where should I make payment for a premium-bearing endorsement on a policy bound before you launched AsperaPay?

We will **bill the agency** for any premium-bearing endorsement on a policy bound prior launching AsperaPay. We will accept payments for these endorsements through the legacy pay portal (portal.asperains.com) until that policy renews.

Is there anything else I should know?

We will **no longer post payment information or statements** on our accounting portal (portal.asperains.com).

Policies will show up in PBS, the new billing portal (gotopbs.com/asperapay), 1-3 days after binding.

Endorsements made after a policy is bound may appear the day after the policy is viewable.



New Portal URL:
gotopbs.com/asperapay



Email:
AsperaPay@input1.com



Phone:
(804) 408-9211



Check the branding! Anything from "AsperaPay" is related to our new billing policies.

Reports from AsperaPay do not require action – do not send payment to old Aspera Lock Box in response to AsperaPay report.