Q. What payment methods can I use to make my payment?

A. Payments are accepted by e-check, credit or debit card, online or by phone. Process payment by e-check to waive your installment fee. Checks may be mailed to the Beacon Mutual lockbox. See the mailing address on your invoice.

Q. Can I continue to send my payment by mail?

Yes. Make checks payable to The Beacon Mutual Insurance Company, include the original invoice coupon, and send to the lockbox.

Q. Do I need a BEACONNECT account to make a payment online?

A. To make a payment online, you should create a BEACONNECT account. To create an account, visit https://beaconconnect.beaconmutual.com and click Create an Account. Enter your Beacon Mutual account number, policy number, and Federal Employer Identification Number (FEIN). Then click I'm a Policyholder. Follow the prompts to create your new BEACONNECT account. Once you are registered, select Make a Payment. You may also pay as a guest without logging into BEACONNECT, but you will have limited functionality.

Q. How do I set up automatic payments?

A. You may set up automatic payments online or by phone by calling 833-326-7022 and select option 4 to speak with a customer service representative. To set up automatic payments online, log in to BEACONNECT, select Auto-Pay from the Payment drop-down menu or on the Payment Options page. We recommend that you schedule Auto-Pay at least one week before the payment due date.

Q. How do I view my payment history?

A. Log into your BEACONNECT account, and view the My Billing tab for payment history and invoices. If you do not see the My Billing tab, ask your Key Contact or call the Beacon Help Desk at 401-825-2650. If you are the Key Contact, you can add the Admin role to your profile. Select Manage Users from the top menu.

Q. When is my next payment due?

A. The online system is updated nightly with your most recent information. Log into BEACONNECT to view your invoices on the My Billing tab.

Q. When are payments posted to my policy?

A. All payments received before 3:00 pm EST will be posted on the same day. Payments received after 3:00 pm EST will be processed on the following business day. Payments entered on Saturday, Sunday, and holidays will be processed on the next business day.

Q. Can I pay an amount other than the Minimum Amount Due?

A. Yes. You may select from three different payment amounts when you pay online or by phone: Minimum Amount Due, Account Balance, or Other Amount. The Account Balance reflects all activity since your last invoice as well as future installment. Please note that the Minimum Amount Due must be paid by the due date. Payments not received by the due date are subject to the cancellation provisions in your policy.

Q. How do I cancel a payment that is scheduled to be withdrawn at a future date?

A. If your payment was scheduled using Auto-Pay, you can edit the payment details online. Log into BEACONNECT, select Auto-Pay from the Payment drop-down or Payment Options page, and click Stop Auto-Pay. If your future payment was scheduled using One-Time Pay or scheduled by phone, contact PSN at 833-326-7022 and speak to a customer service representative.

Q. Does Beacon record and store the bank account numbers entered into the online system?

A. Because your privacy is important to us, your banking information is recorded directly into the Payment Service Network (PSN) and is not stored by Beacon Mutual.

Q. Is there any charge for the online payment system?

A. Beacon does not charge a fee to make your payment online. However, a policy installment fee still applies if you previously selected an installment plan on your policy. By choosing to make your payment by e-check, Beacon will waive the installment fee.

Q. Why is my premium due different from last time?

A. For any questions related to your policy or premium amount, please contact your agent. Your agent name and phone number can be found on your invoice.