



The Hartford

Don't pay too much or
too little. Pay exact.

► **Workers' Compensation | Payroll Billing**

Customer Guide: Payroll Billing

Welcome to payroll billing

Congratulations! You've selected a premium payment option that has benefited 90,000+ of The Hartford's Workers' Compensation customers.

Whether you elected payroll billing for its convenience, ease, cash flow benefits or all three, you've made the right choice.

This guide is broken down into two sections to help you set up your account and manage it on an ongoing basis.

1 Getting started walks you through, step by step, how to:

- Register your account
- Choose policy fees payment option
- Enter bank information
- Authorize The Hartford to withdraw premium payments from your account

2 Managing your account lets you:

- Update or change your business' account information
- View premium reports

[Watch how easy registration is in the step-by-step video.](#)

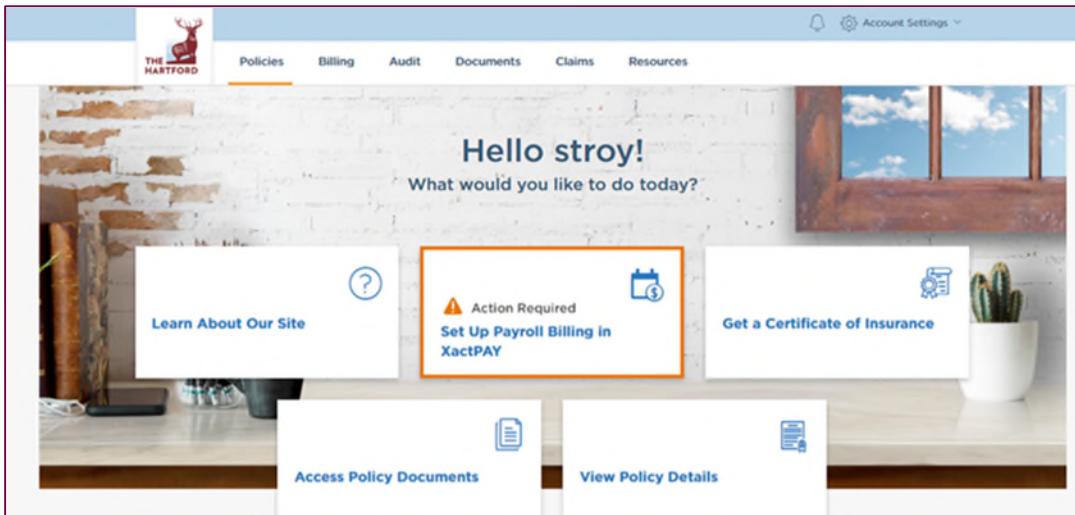


Register your account

Once you receive a registration email notification you can register your payroll billing account.

- 1 Begin by clicking on the link or sign up for payroll billing button that appears in the registration email. It will take you to [My Account](#). If you already registered, enter your email and click **continue**. If not, **register** for a new account.
- 2 Once registration for My Account is completed, you'll be able to finish your XactPAY registration. **Click on set up payroll billing in XactPAY**.

If you have multiple policies, choose the policy that needs to be set up.



A screenshot of the 'Welcome to Payroll Billing from The Hartford' registration page. The top right shows 'Named Insured: Clark's Furniture, LLC' and 'clarks@greenhills.net'. The policy number 'XXXXXXXXXXXXXX' is displayed. The main content area includes a 'Welcome to Payroll Billing from The Hartford' header, a note about real-time payroll information for insurance premiums, and a 'How to enroll' section with two steps: 'Get your banking information ready' and 'Sign up for Payroll Billing'. A 'Sign Up for Payroll Billing' button is highlighted in orange. A note at the bottom states that if not enrolled by 10/10/2000, billing will switch to Direct Billing. A video thumbnail titled 'GET STARTED WITH PAYROLL BILLING-REGISTRATION' is shown. The bottom of the page includes 'Have questions or need help?' with contact information, and links for 'Privacy Policy', 'Terms of Use', and 'Contact Us'.

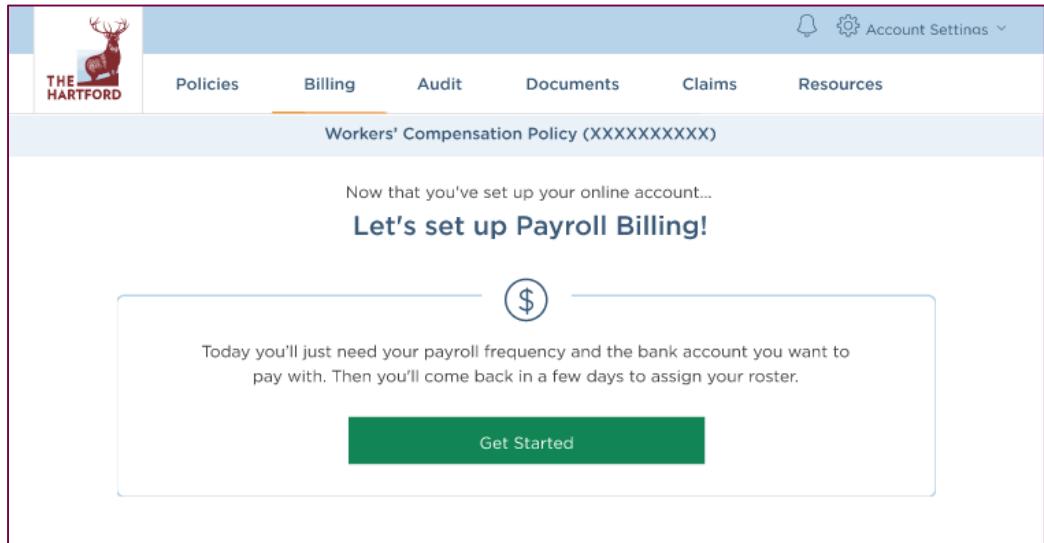
A screenshot of the 'Billing and Payments' section of the The Hartford My Account dashboard. The top navigation bar includes 'Policies', 'Billing' (which is selected and highlighted in orange), 'Audit', 'Documents', 'Claims', and 'Resources'. The main content area is titled 'Billing and Payments' and 'Payroll-Billed Policies'. It lists several policies with their respective codes: 'Workers' Compensation (76 WEC BE4M22)', 'Workers' Compensation (76 WEC BE4M14)', 'Workers' Compensation (76 WEC BE4M28)', 'Workers' Compensation (76 WEC BE4M09)', 'Workers' Compensation (76 WEC BE4M0K)', and 'Workers' Compensation (76 WEC BE4M1M)'. To the right is a 'Quick Links' sidebar with links for 'Manage Payment Methods', 'Request a Certificate of Insurance', 'Add a Policy', 'Edit My Profile', and a 'Contact Us' section with a 'Call Us' button. A note at the bottom states that recent changes or new policies may take up to 48 hours to appear.

Set up payroll billing

1 Welcome to payroll billing. Click on **get started**

2 Choose how often you want to provide your payroll

3 Click **continue**



The Hartford logo

Policies Billing Audit Documents Claims Resources

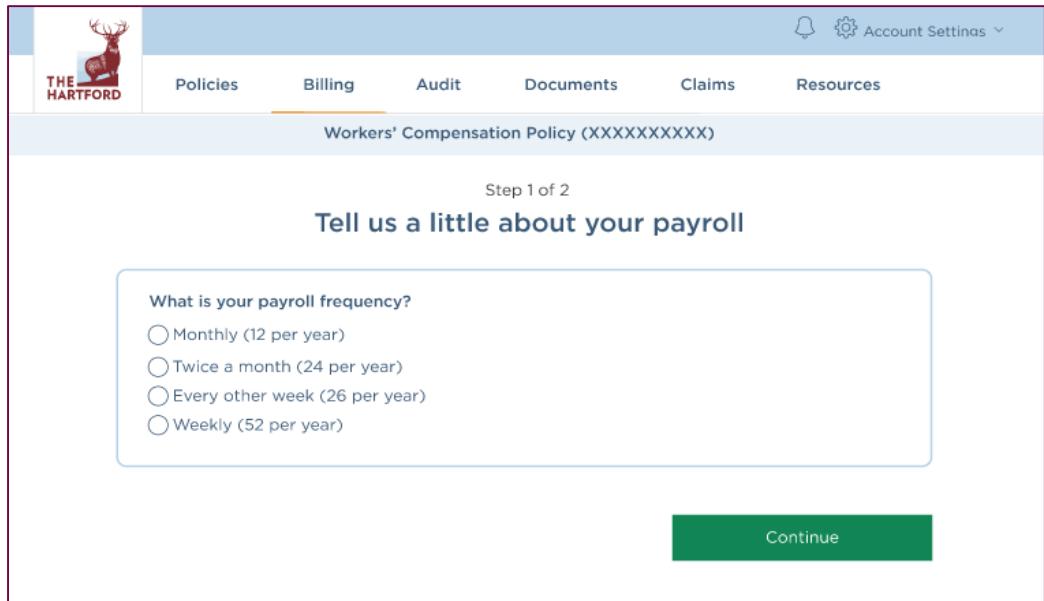
Workers' Compensation Policy (XXXXXXXXXX)

Now that you've set up your online account...

Let's set up Payroll Billing!

Today you'll just need your payroll frequency and the bank account you want to pay with. Then you'll come back in a few days to assign your roster.

Get Started



The Hartford logo

Policies Billing Audit Documents Claims Resources

Workers' Compensation Policy (XXXXXXXXXX)

Step 1 of 2

Tell us a little about your payroll

What is your payroll frequency?

Monthly (12 per year)

Twice a month (24 per year)

Every other week (26 per year)

Weekly (52 per year)

Continue

Set up payment information

1 Select how you'd like to pay policy fees. Make one full payment or split payments.

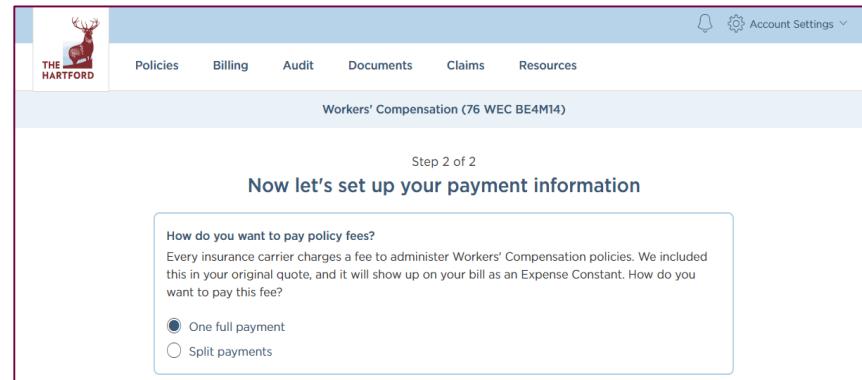
2 Banking information

- Input the name on the commercial bank account
- Click the appropriate account type
- Input the ABA routing number
- Input the commercial bank account number
- Read and agree to the electronic signature and electronic funds transfer authorizations.

3 Click submit

Did you know?

Providing EFT authorization is convenient and the most secure way to provide The Hartford with the information necessary for Self-Reported Payroll Billing.



Step 2 of 2

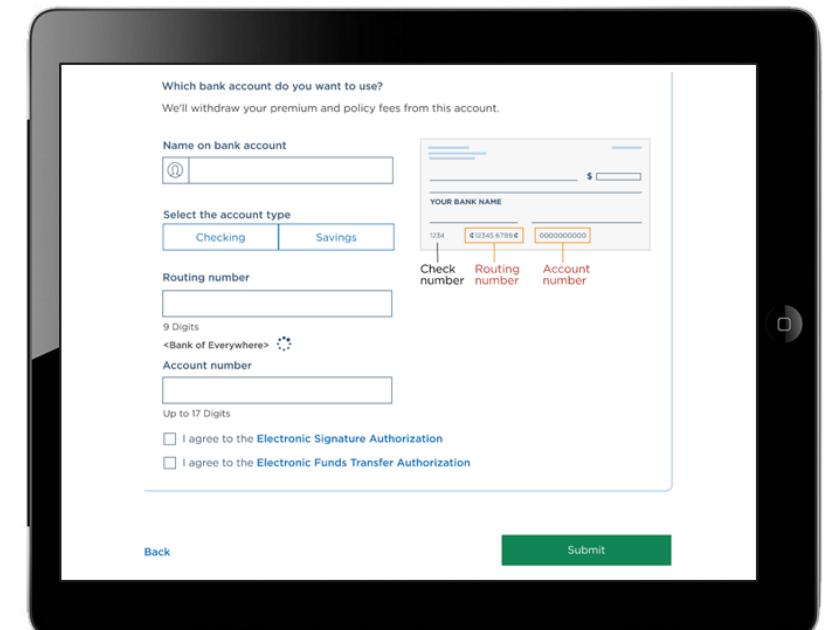
Now let's set up your payment information

How do you want to pay policy fees?

Every insurance carrier charges a fee to administer Workers' Compensation policies. We included this in your original quote, and it will show up on your bill as an Expense Constant. How do you want to pay this fee?

One full payment

Split payments



Which bank account do you want to use?
We'll withdraw your premium and policy fees from this account.

Name on bank account
@

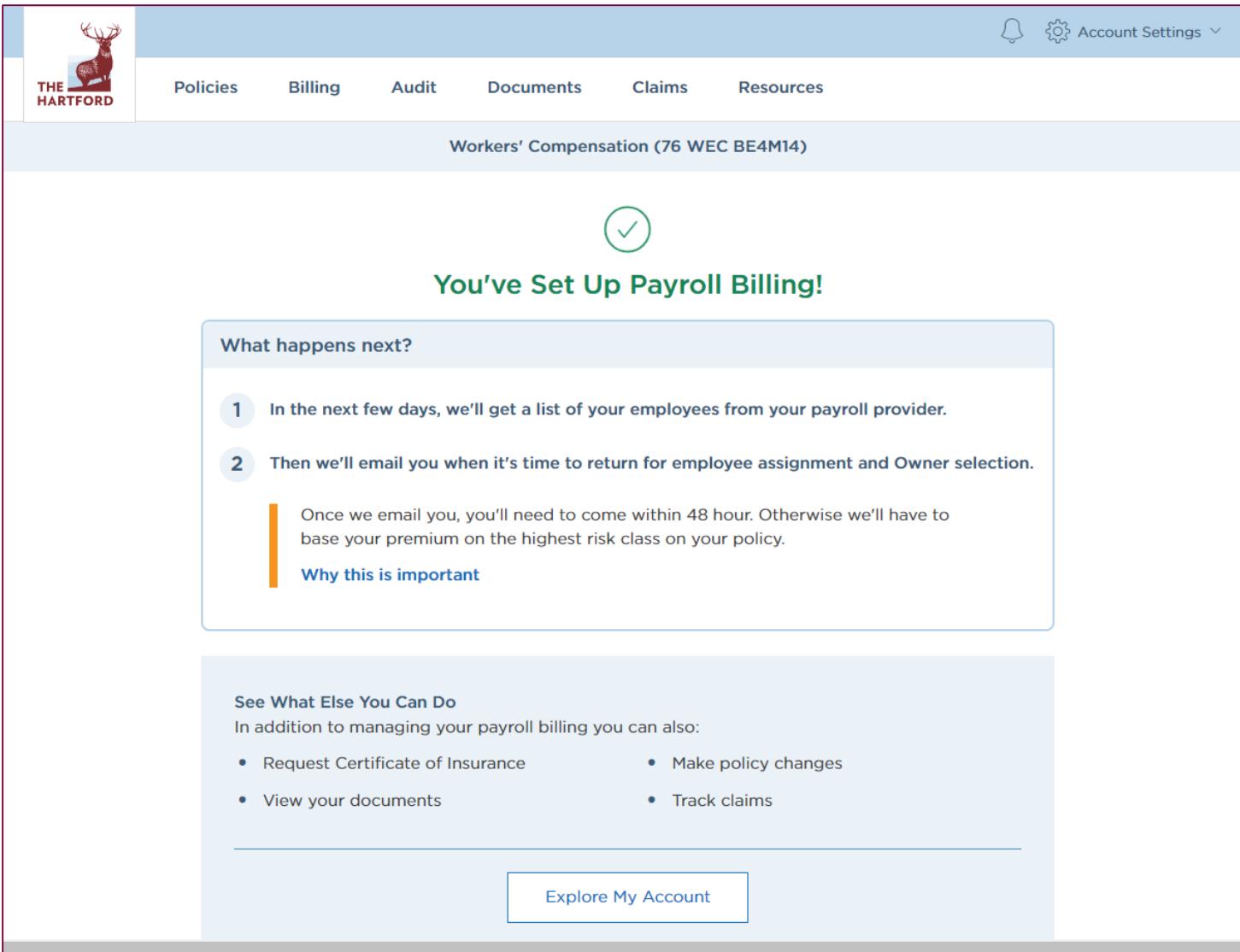
Select the account type
Checking Savings

Routing number
1234 4567890
9 Digits
<Bank of Everywhere>
Account number
Up to 17 Digits

I agree to the [Electronic Signature Authorization](#)
 I agree to the [Electronic Funds Transfer Authorization](#)

Back Submit

Confirmation screen



The screenshot shows a confirmation screen for setting up Payroll Billing. At the top, there is a navigation bar with the The Hartford logo, a bell icon, a gear icon, and 'Account Settings'. Below the navigation bar, the page title is 'Workers' Compensation (76 WEC BE4M14)'. The main message is 'You've Set Up Payroll Billing!' with a green checkmark icon. A callout box titled 'What happens next?' lists two steps: 1. In the next few days, we'll get a list of your employees from your payroll provider. 2. Then we'll email you when it's time to return for employee assignment and Owner selection. A note states: Once we email you, you'll need to come within 48 hour. Otherwise we'll have to base your premium on the highest risk class on your policy. A link 'Why this is important' is provided. Below this, a section titled 'See What Else You Can Do' lists additional actions: Request Certificate of Insurance, View your documents, Make policy changes, and Track claims. A 'Explore My Account' button is at the bottom.

THE HARTFORD

Policies Billing Audit Documents Claims Resources

Workers' Compensation (76 WEC BE4M14)

You've Set Up Payroll Billing!

What happens next?

- 1 In the next few days, we'll get a list of your employees from your payroll provider.
- 2 Then we'll email you when it's time to return for employee assignment and Owner selection.

Once we email you, you'll need to come within 48 hour. Otherwise we'll have to base your premium on the highest risk class on your policy.

Why this is important

See What Else You Can Do

In addition to managing your payroll billing you can also:

- Request Certificate of Insurance
- View your documents
- Make policy changes
- Track claims

Explore My Account

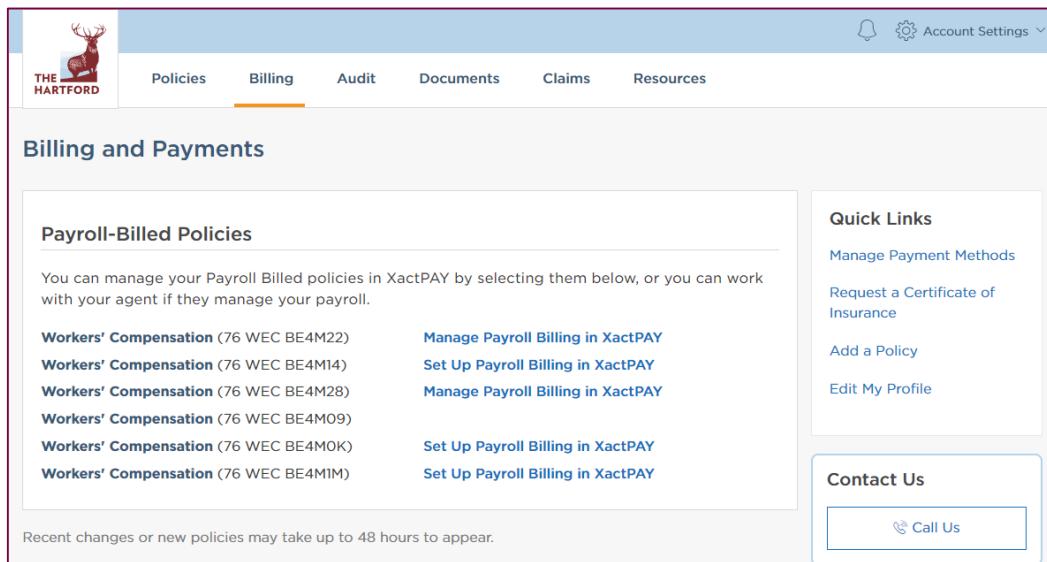
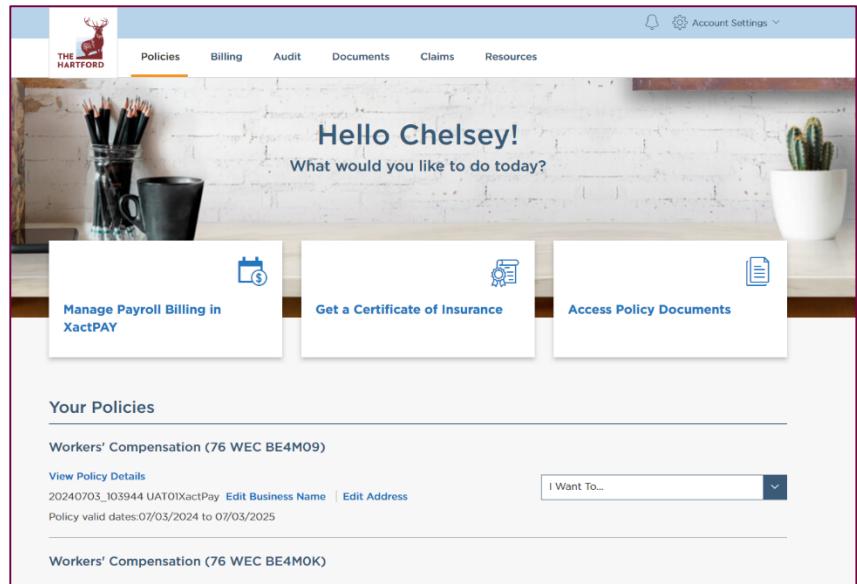
Manage your account

Now that you're registered for payroll billing, you can access your account via My Account.

1 Once you sign in, click **manage payroll billing in XactPAY**.

2 If you have multiple policies, it will bring you to the **policy selection** screen shown. Click the policy you'd like to manage.

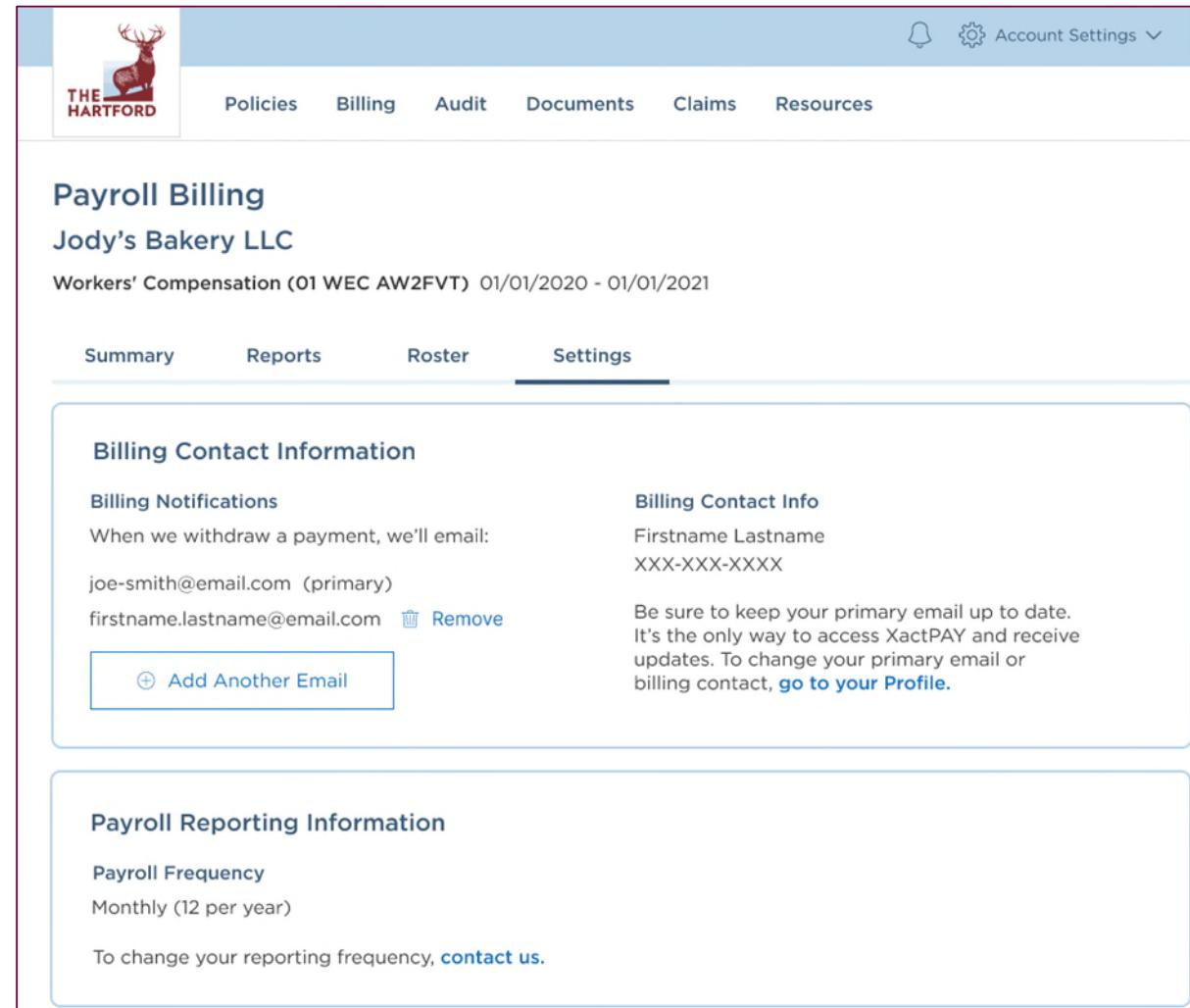
3 If you have a single policy, you'll see the home page where you're able to manage your payroll billing account.



Change your profile information, run reports and more

To update your primary email, password or other billing contact information – you'll be redirected to your **My Account profile** by clicking on [go to your profile](#).

The **settings** page is where you can manage additional emails for billing notifications or update your banking information.



The screenshot shows the 'Payroll Billing' section for 'Jody's Bakery LLC' under 'Workers' Compensation (01 WEC AW2FVT) 01/01/2020 - 01/01/2021'. The 'Settings' tab is selected. The page is divided into two main sections: 'Billing Contact Information' and 'Payroll Reporting Information'.

Billing Contact Information

Billing Notifications
When we withdraw a payment, we'll email:
joe-smith@email.com (primary)
firstname.lastname@email.com Remove

+ Add Another Email

Billing Contact Info
Firstname Lastname
XXX-XXX-XXXX

Be sure to keep your primary email up to date. It's the only way to access XactPAY and receive updates. To change your primary email or billing contact, [go to your Profile](#).

Payroll Reporting Information

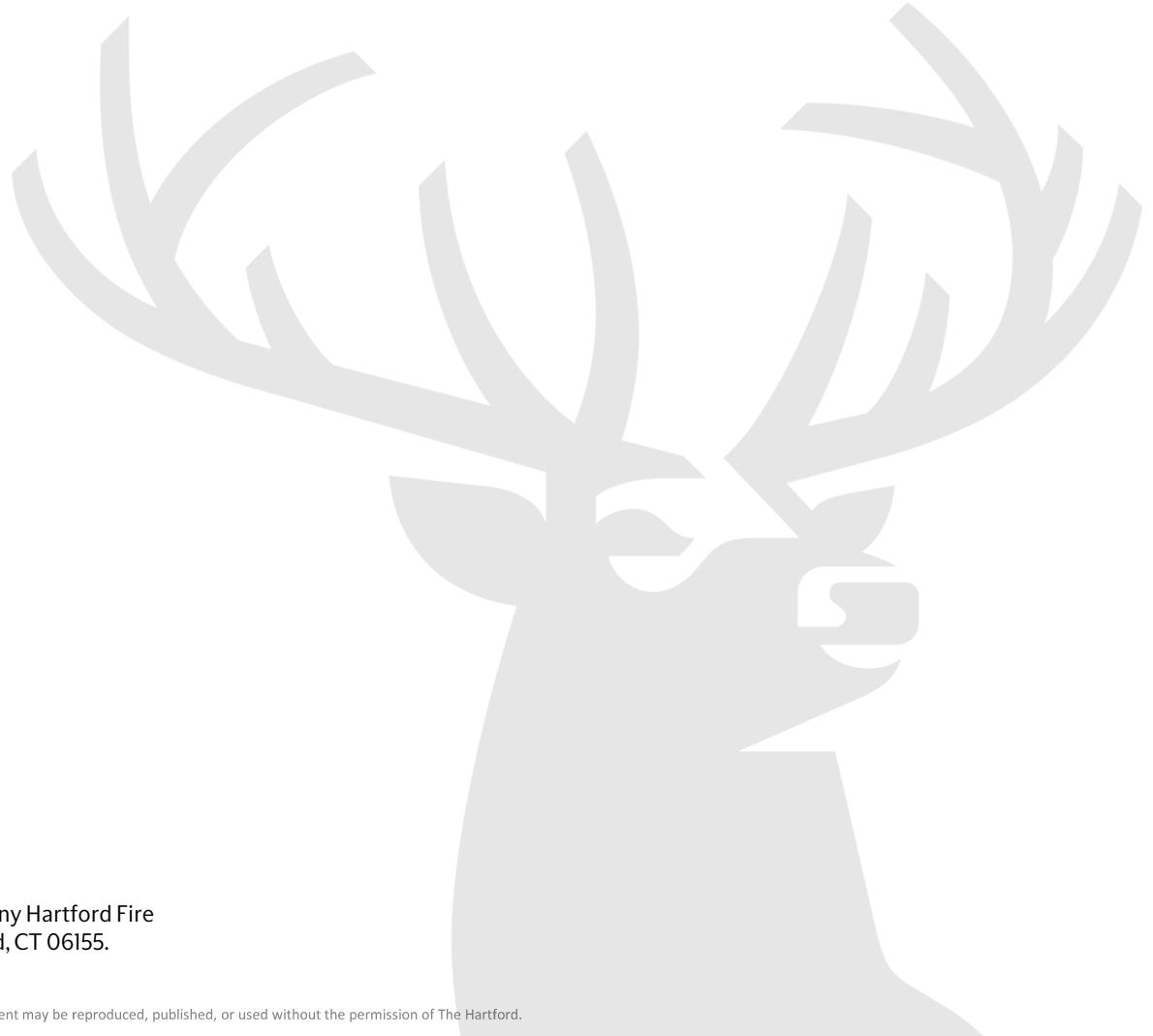
Payroll Frequency
Monthly (12 per year)

To change your reporting frequency, [contact us](#).

Get facts and answers

Contact customer support

1-877-287-1316



The Hartford Insurance Group, Inc., (NYSE: HIG) operates through its subsidiaries, including underwriting company Hartford Fire Insurance Company, under the brand name, The Hartford®, and is headquartered at One Hartford Plaza, Hartford, CT 06155.
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