

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

▸ **Workers' Compensation | 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.](#)



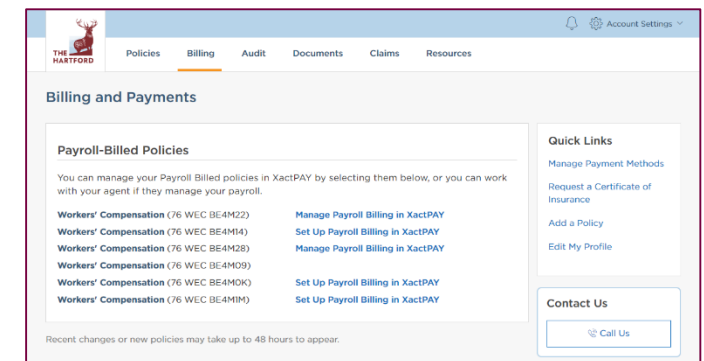
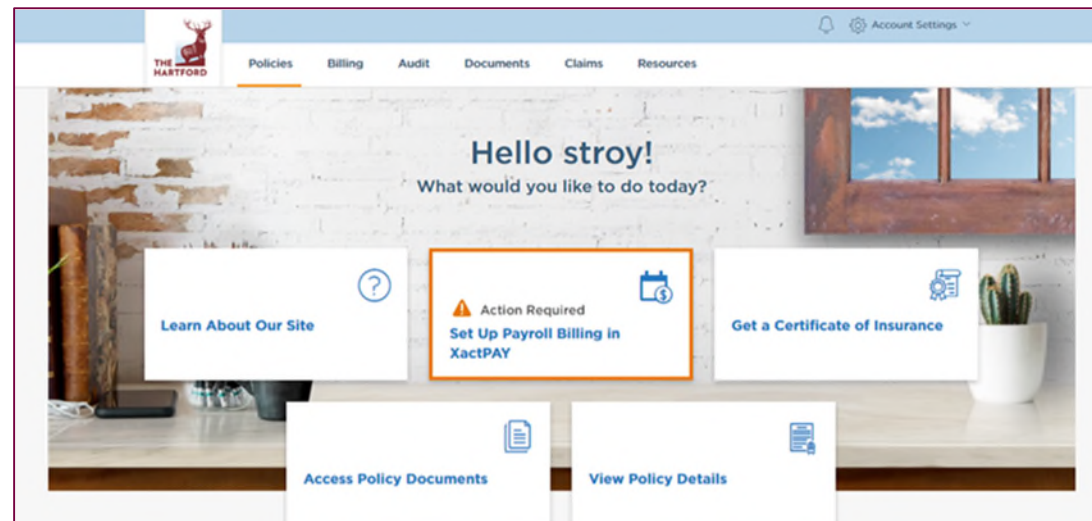
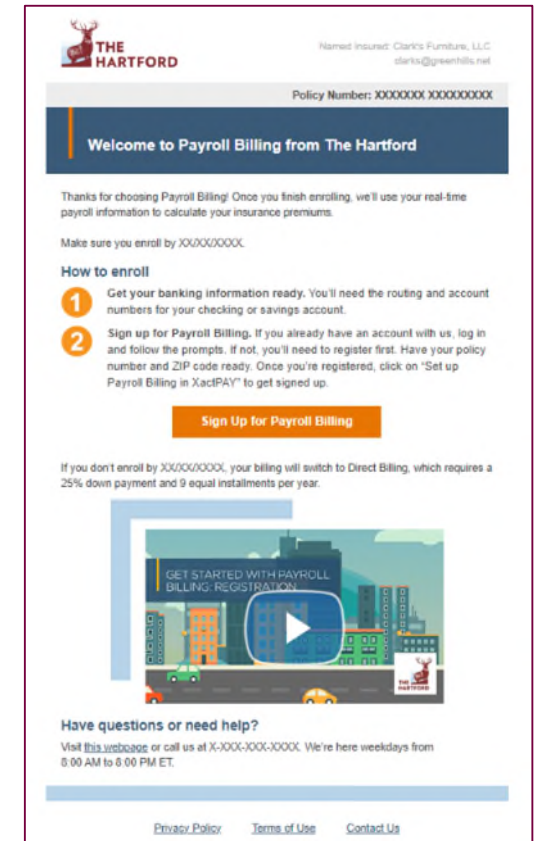
# Register your account

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.



# 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 screenshot shows the 'Workers' Compensation Policy (XXXXXXXXXX)' page. The 'Billing' tab is selected in the top navigation bar. The main heading is 'Let's set up Payroll Billing!'. Below it, a text box explains: '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.' A green 'Get Started' button is at the bottom.

The screenshot shows the 'Step 1 of 2' screen titled 'Tell us a little about your payroll'. It asks 'What is your payroll frequency?' and provides four radio button options: 'Monthly (12 per year)', 'Twice a month (24 per year)', 'Every other week (26 per year)', and 'Weekly (52 per year)'. A green 'Continue' button is at the bottom right.

# Set up payment information

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

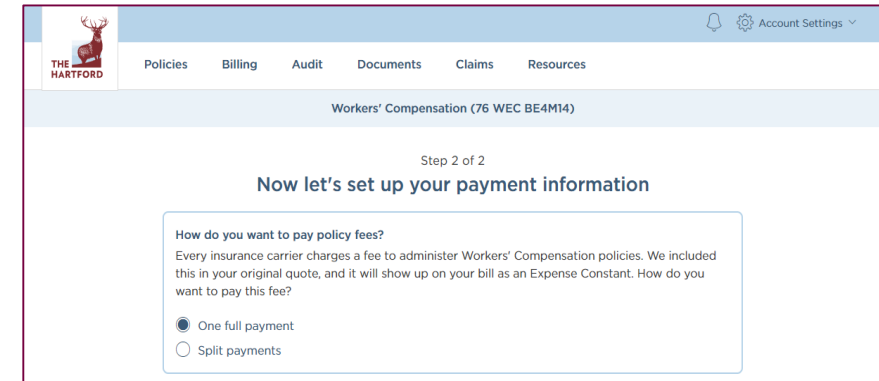
## **2** Banking information

- 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.

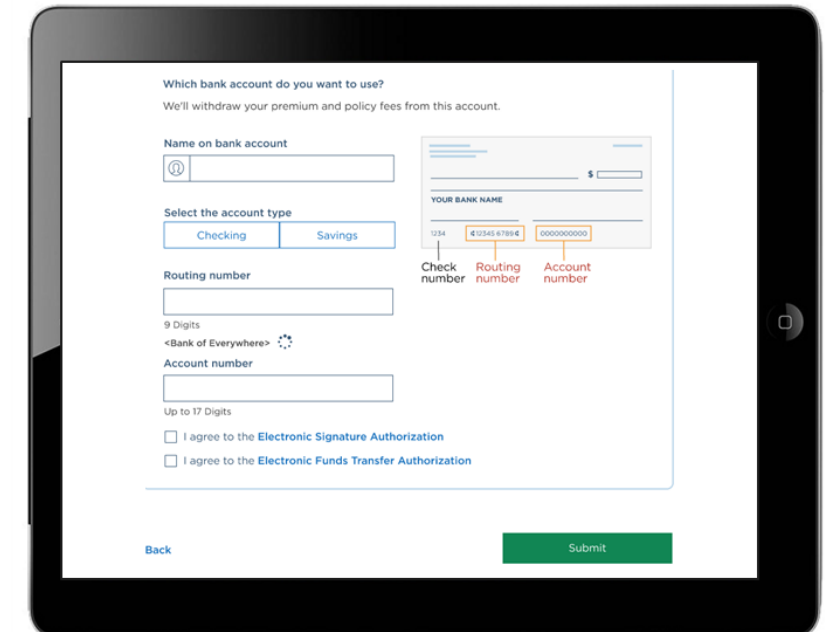
**3** Click **submit**

### **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.

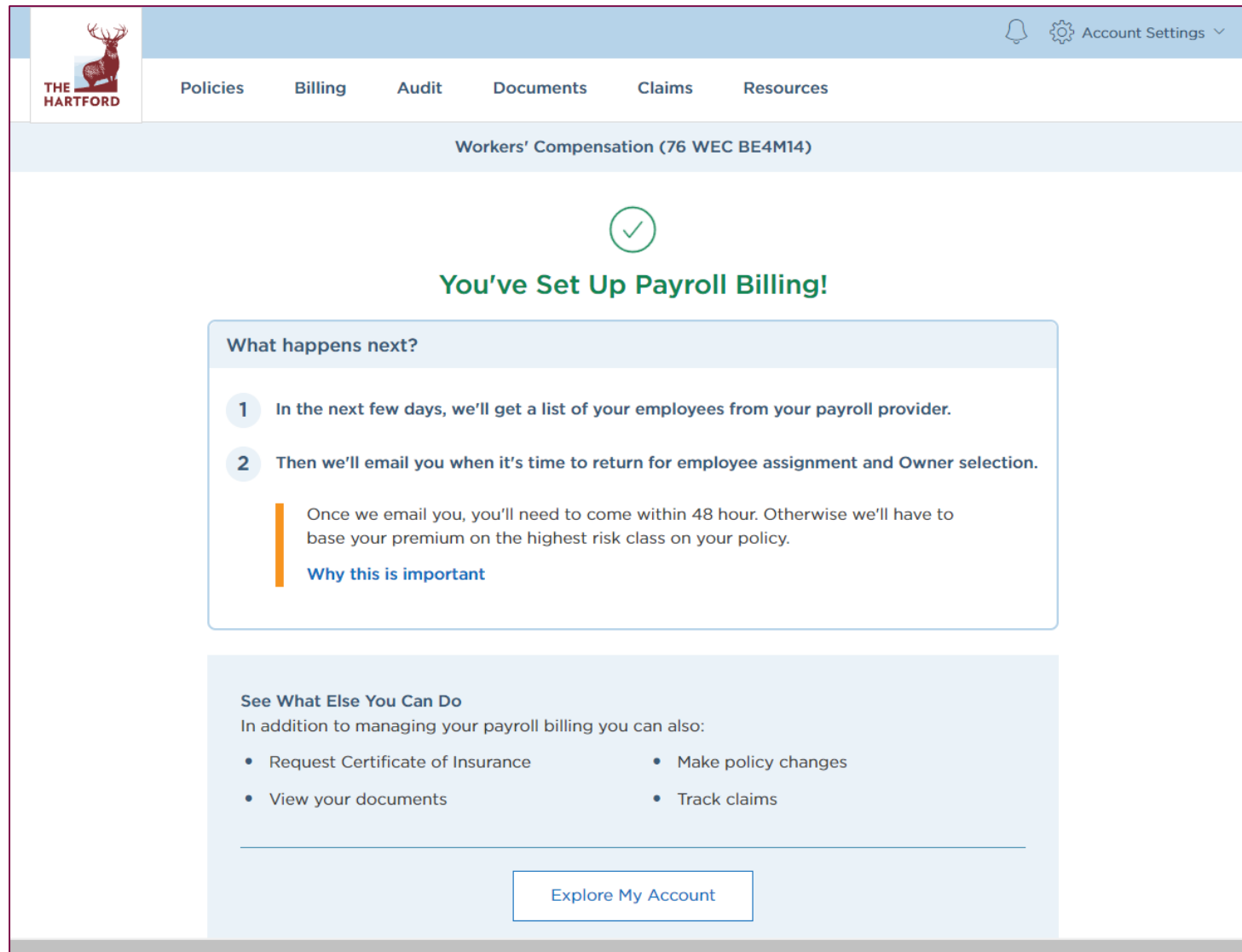


The screenshot shows the 'Workers' Compensation (76 WEC BE4M14)' page on The Hartford website. It is 'Step 2 of 2' and titled 'Now let's set up your payment information'. A box asks 'How do you want to pay policy fees?' with the explanation: 'Every insurance carrier charges a fee to administer Workers' 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?'. There are two radio button options: 'One full payment' (selected) and 'Split payments'.



The tablet screen shows a form titled 'Which bank account do you want to use?' with the note 'We'll withdraw your premium and policy fees from this account.' The form includes fields for 'Name on bank account', 'Select the account type' (with 'Checking' and 'Savings' buttons), 'Routing number' (with a '9 Digits' hint and '<Bank of Everywhere>' icon), and 'Account number' (with an 'Up to 17 Digits' hint). To the right, a sample bank account is shown with labels: 'Check number' (1234), 'Routing number' (432143 4789 4), and 'Account number' (0000000000). At the bottom, there are two checkboxes: 'I agree to the Electronic Signature Authorization' and 'I agree to the Electronic Funds Transfer Authorization'. 'Back' and 'Submit' buttons are at the bottom of the form.

# Confirmation screen



The screenshot shows a web interface for The Hartford. The top navigation bar includes the company logo, a notification bell, and a link to 'Account Settings'. Below this is a menu with links for 'Policies', 'Billing', 'Audit', 'Documents', 'Claims', and 'Resources'. The main content area is titled 'Workers' Compensation (76 WEC BE4M14)' and features a large green checkmark icon with the heading 'You've Set Up Payroll Billing!'. A section titled 'What happens next?' contains a two-step process: 1. 'In the next few days, we'll get a list of your employees from your payroll provider.' and 2. 'Then we'll email you when it's time to return for employee assignment and Owner selection.' A note below step 2 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. At the bottom, a section titled 'See What Else You Can Do' lists four actions: 'Request Certificate of Insurance', 'Make policy changes', 'View your documents', and 'Track claims'. A button labeled 'Explore My Account' is located at the bottom center.

THE HARTFORD

Account Settings

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:

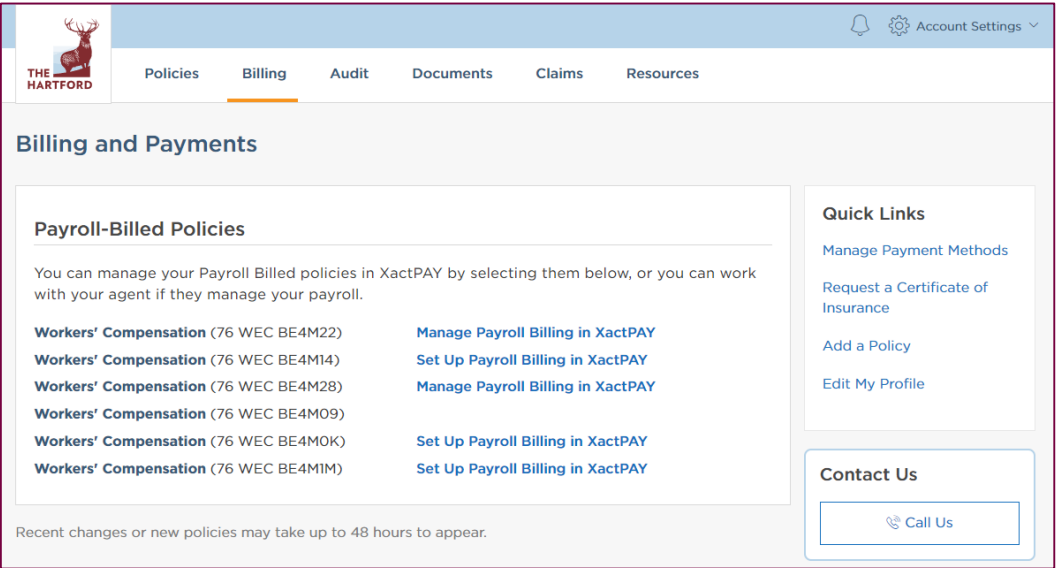
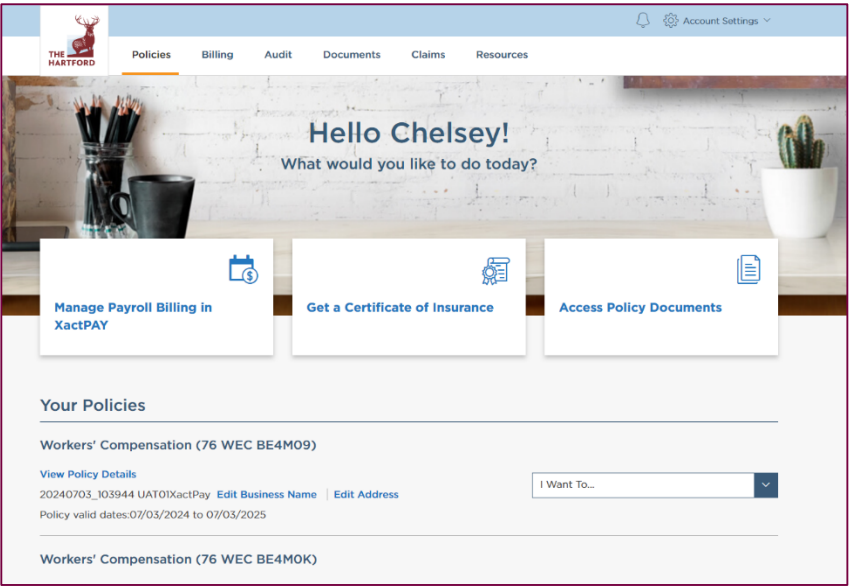
- Request Certificate of Insurance
- Make policy changes
- View your documents
- Track claims

[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' settings page for 'Jody's Bakery LLC'. The page is part of 'THE HARTFORD' system, as indicated by the logo in the top left. The top navigation bar includes links for Policies, Billing, Audit, Documents, Claims, and Resources, along with an 'Account Settings' dropdown. The main content area is titled 'Payroll Billing' and 'Jody's Bakery LLC', with a sub-header for 'Workers' Compensation (01 WEC AW2FVT) 01/01/2020 - 01/01/2021'. Below this, there are tabs for Summary, Reports, Roster, and Settings, with 'Settings' being the active tab. The 'Settings' section is divided into two main areas: 'Billing Contact Information' and 'Payroll Reporting Information'. The 'Billing Contact Information' section includes 'Billing Notifications' (showing a primary email 'joe-smith@email.com' and a secondary email 'firstname.lastname@email.com' with a 'Remove' button) and a button to 'Add Another Email'. It also includes 'Billing Contact Info' (showing 'Firstname Lastname XXX-XXX-XXXX') and a note to keep the primary email up to date. The 'Payroll Reporting Information' section includes 'Payroll Frequency' (set to 'Monthly (12 per year)') and a note to contact support to change the frequency.

**THE HARTFORD**

Account Settings

Policies Billing Audit Documents Claims Resources

## Payroll Billing

### Jody's Bakery LLC

Workers' Compensation (01 WEC AW2FVT) 01/01/2020 - 01/01/2021

Summary Reports Roster **Settings**

#### 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)

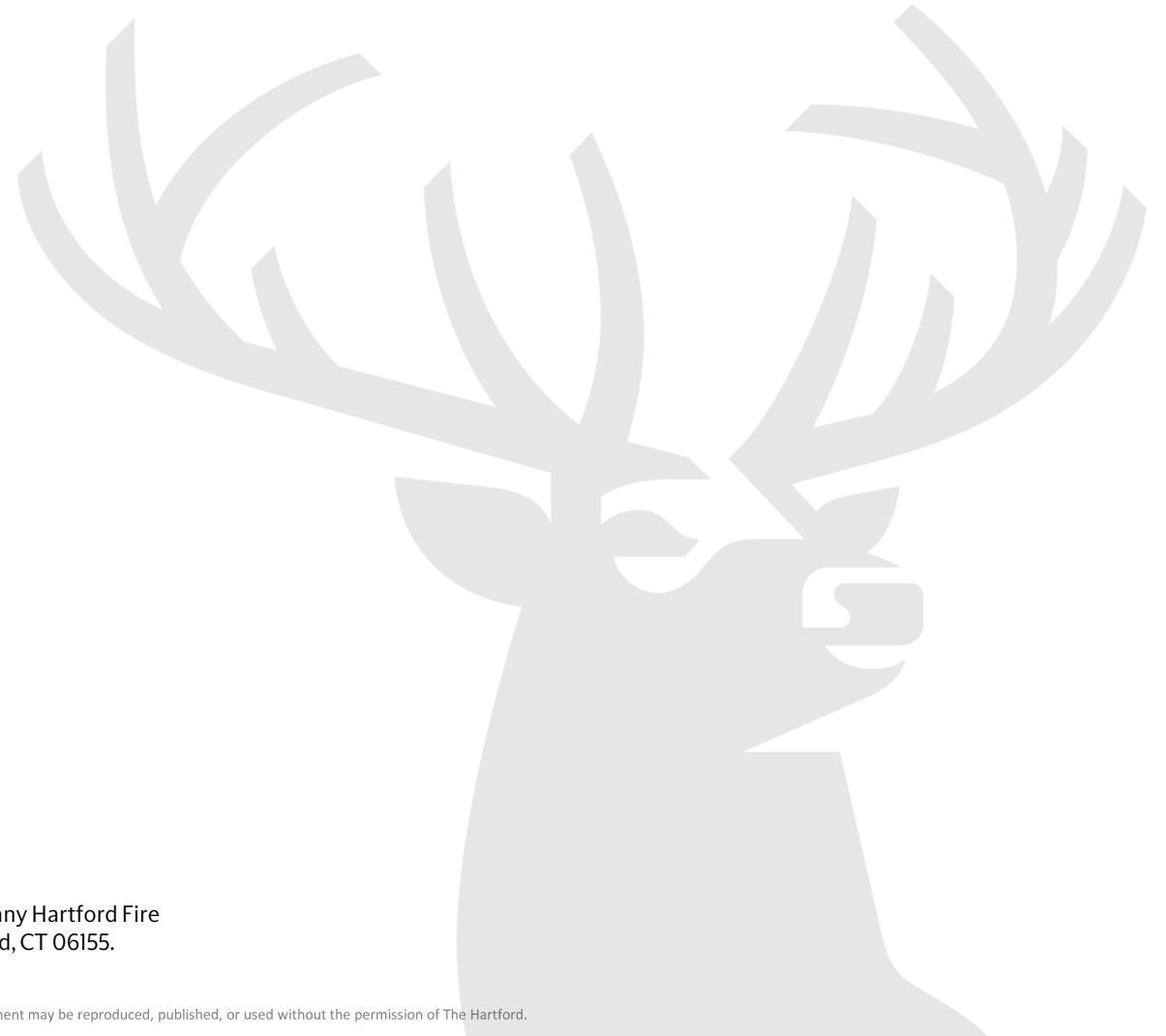
To change your reporting frequency, [contact us](#).



# 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.  
October 2025