

ANNOUNCING THE EASIEST WAY TO PAY YOUR BILL

Our new online bill pay option saves you time and gives you more flexibility in how you pay your bill.

If you have an Internet connection and an email address, you can now pay your bill online. You are also able to “opt in” to paperless billing and receive an email notification when your bill is ready to view. It’s fast, it’s easy, and you no longer have to write a check each month or find a stamp when it’s time to send in your payment.

HOW IT WORKS

We have partnered with Xpress Bill Pay, the premier provider for online bill payment.

When you sign up for online bill payment you’ll create a secure password that you use to access your personal account at www.xpressbillpay.com. Every month we’ll send you a reminder email to let you know when your bill is online.

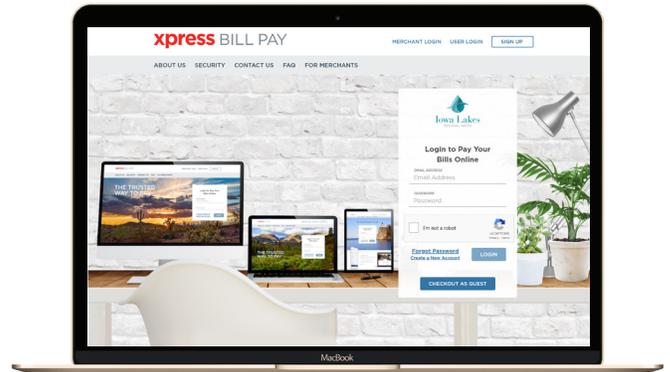
Then, just log in through your Web browser and view your bill. Select a payment type — credit card, debit card, or electronic funds transfer — enter the information, and you’re done! It’s that easy, and it only takes you a few minutes each month.

A fee of \$3.50 will be applied to all credit/debit card transactions. A fee of \$1.49 will be applied to all eCheck (electronic funds transfer) transactions.

We’re offering this service at the request of customers like you. Sign up today to see why so many people consider this method as the best way to pay their bills.

ONLINE BILL PAYMENT FACTS

- To sign up for online bill payment, go to www.ilrw.org and click the “Make a Payment” option.
- You can pay your bills with a credit or debit card, or you can transfer funds directly from your checking account.
- You can pay your bill from anywhere. Customers outside the U.S. can contact our Payment Center anytime to make a payment or to set up an Auto Pay.
- No need to worry about late payments if you’re out of town when your bill is due.
- After you complete the transaction, you can receive an email receipt to confirm the payment went through.
- You can view up to a year’s history of your account online, so you can compare your current bill to a year ago.
- If you’d like, you can select the Auto Pay option and your bill will be paid automatically each month.



WHAT TO DO NEXT

1. Go to www.ilrw.org and click the “Make a Payment” option. We have partnered with Xpress Bill Pay to provide you with online bill payment service.
2. Click on the “Sign Up” button on the top of the home screen. Fill in the email and password fields, then click in the “I’m not a robot” box and follow the prompts.
3. Complete the short registration form and click “Next.”
4. Go to your inbox and open the verification email then click “Verify Email”. Then select “Continue” to log in.
5. Select your billing organization and follow the prompts for linking your bill.
6. Once your bill is added to your account, you can add another bill, view and pay your bill online, or setup a recurring auto payment schedule.

AND THERE’S MORE!

Although we encourage creating an account to get the most out of this new service, Xpress Bill Pay does offer Guest Checkout for those that are not yet wanting to set up an account.

Along with being able to make a payment online at any time, you can also call the IVR (Interactive Voice Response System) or a live operator from the Xpress Bill Pay payment center to make a payment over the phone.

To make a phone payment using the IVR (interactive Voice Response system), please call **888-305-3327**. This service is available 24/7, in English and Spanish.

To make a phone payment with a live operator, call **1-800-720-6847** or 1-385-218-0338 (from outside the U.S.). This service is available in English and Spanish.

xpress BILL PAY

