

Pay as Guest is a new feature of Hudson's Online Bill Pay functionality that provides non-Hudson system users, such as farm managers or accountants, the ability to make a one-time premium bill payment on behalf of the grower. No need for credentials, just the bill, bank account information and an internet connection!

# **Using Pay as Guest**

## 1. Navigate to https://eharvest.hudsoncrop.com/PolicyExt/OnlinePayment/PayAsGuest

You may also access Pay as Guest on the HudsonCrop.com homepage carousel by clicking "Make a payment."



## 2. Enter the insured's information:

- a. Key ID: As shown on a billing statement or in the eHarvest<sup>®</sup> Grower info. (Supports both alpha and numeric characters.)
- b. Policy Number
- c. Zip Code
- d. Reinsurance Year

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## 3. Select or enter the amount you wish to pay:

- a. Pay Total Due
- b. Pay Custom Amount: Key in desired dollar amount to apply to your outstanding balance.

(For example: Your scheduled installment amount, if you have a payment agreement in place.)



- a. Email: The email address you wish the confirmation email to go to.
- b. Account Type: Checking or Savings
- c. Routing Number
- d. Account Number
- e. Confirm Account Number
- 5. Click the orange Pay button.
- 6. You will receive a pop-up confirmation message, followed by an email confirmation.

	Year 2023	Policy Number	Product Type MPCI	County	State	Term Due 12/1/2023	Pay Total Due	Pay Custom Amount OS 3144
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has paid ance) if the	an Administra e loss ratio in	tive and Operating expe the State exceeds 1.201	nse subsidy on you 6. However, the am	r behalf in the ount of premi	amount of \$3, um you are rec	737.13. This amo juired to pay will n	unt may increase by tot change.	1.15% of net book premium (except for area plans of



# **Frequently Asked Questions**

## 1. Do I need to create a password?

No password or account creation is necessary, only a copy of the Billing Statement.

#### Do I have to provide my email address? 2.

Yes. A valid email address is required to receive a confirmation email. This email will be used for any further communication on the status of your payment (if the payment was unsuccessful, for example).

#### How do I prepare to pay my bill using Pay as Guest? 3.

Grab a recent billing statement and have your Checking or Savings account information handy.

## Can I pay with a Savings account? 4.

Yes, you can use a Checking or Savings account.

#### Can I pay with a debit/credit card? 5.

No. Card payments are not accepted.

## 6. What is a Key ID, and where do I find it?

A Key ID is your own unique identifier. It is located on the bottom-right portion of your Billing Statement, in bold print.

## What is the difference between a Policy Number and Grower Identifier? 7. They are the same number.

#### What if I cannot find a Billing Statement? 8.

Policyholders may contact their agent to obtain a copy of their Billing Statement.

#### Can I use Pay as Guest if I am on a Payment Plan (an active Payment Agreement)? 9.

Yes! Pay as Guest supports partial payments. You can "Pay Custom Amount" for your scheduled installment amount.

## 10. I have an active Payment Agreement and Pay as Guest will not take my Payment Agreement number to pay my bill.

You need to use the last 9 digits of the payment agreement Key ID, as well as the actual policy number from your bill, not the Payment Agreement number that is present on the payment agreement installment reminder.

## 11. Can I use Pay as Guest if I'm in collections?

No. If you have a balance in default status that was placed in collections, you are required to work with the collections agency.

## 12. What if I have multiple policy numbers? How do I pay each bill?

Pay as Guest displays balances due by individual policy number. You can return to the Pay as Guest homepage to access a different policy.

## 13. How do I know if my payment went through?

You will receive an initial confirmation message upon submission. It is followed up by an automated email message confirming that your payment was scheduled. If your payment was unsuccessful (returned by your financial institution, for example), you will receive a followup email notification. The average time it takes to receive an unsuccessful payment notification is about one week.

## 14. What do I do if I get an email notification that my payment was unsuccessful?

If you believe you made a keying error when typing in your account number, you can attempt the payment again. To check the status of your Checking or Savings account, please contact your financial institution. If you have a question about your policy or the balance owed, policyholders may contact their agent.

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