



Question & Answer About Online Bill Payment

1. Q: Does it cost anything to sign up for online bill payment?
A: No, it's free to sign up for online bill payment and to use the service.
2. Q: What is Xpress Bill Pay?
A: Xpress Bill Pay is the company we have teamed up with to handle our online bill payments. You access your account from their website at XpressBillPay.com or through a link located on the City's website.
3. Q: What payment choices do I have?
A: You can pay your bill with a credit card, a debit card, or you can transfer funds directly from your bank account using electronic funds transfer. You can also set-up your account to be paid by automatically each month.
4. Q: What will my bill look like online?
A: We tried to match the look of your paper statement as much as possible, so you'll find it easy to read your bill onscreen.
5. Q: What other information is available?
A: You will be able to view up to a year's worth of history of your account online, so you can compare your current bill to a year ago.
6. Q: How do I know the payment went through?
A: After you complete the transaction, you can receive an e-mail receipt to confirm that your payment went through.
7. Q: Is my information safe?
A: Absolutely, all transactions are handled on secure servers. As long as you don't give out your password, only you will be able to access your account. Plus, your personal information or e-mail address will not be sold or rented to third parties for marketing purposes without your permission.
8. Q: How do I update my customer information?
A: You may update your Xpress Bill Pay customer information by logging into your Xpress Bill Pay account. You will need to contact the City of Florence directly to update your customer information with the City.