



QUESTIONS AND ANSWERS:

1. Q. Who owns SurePay?
A. J.E. Bergasse & Company owns the SurePay service in Saint Lucia.
2. Q. What service/s do you offer?
A. An electronic bill payment service which allows consumers to pay all their bills, as advertised, at any SurePay location, with one payment at no extra cost.
3. Q. What bills can you pay at SurePay?
A. AXEL FINANCE, DEMERARA MUTUAL INSURANCE, DIGICEL, FLOW, J.E. BERGASSE, LABORIE COOPERATIVE CREDIT UNION, LUCELEC, MASSY UNITED INSURANCE, PAN AMERICAN LIFE INSURANCE, MON REPOS CREDIT UNION, SAGICOR, SALTIBUS CREDIT UNION, WASCO. Coming soon,...many other billers.
4. Q. Is this form of payment secure?
A. Yes.
5. Q. Do I need to always present my bills when making a payment?
A. No. Register once (with a copy of all bills and a proof of identification) and you will never have to present a bill again. Registration is FREE and customers can also access their month to date balances on bill accounts.
6. Can I pay late or past due bills at SurePay?
A. Yes. However, disconnections are to be paid directly at the Biller locations.
7. Q. How will I know "for sure" that my account was updated and not fear disconnection?
A. Accounts are updated electronically, but, for further verification, you can call the utility company to confirm.
8. Q. How long will it take to process a bill/bills at a SurePay location?
A. The actual process should not take any longer than a few minutes.
9. Q. Can I pay more than one bill with one cheque?
A. Yes. You can issue one cheque, payable to **SurePay** for all your bills.
10. Q. Can I make part payments?
A. Yes. You can make part payments on one or more bills.
11. Q. Will I get an official receipt?
A. Yes. A SurePay official receipt will be issued for all payments.

12. Q. Bill payments made on the weekends, is it updated to bill accounts that same day?
- A. No. Bill accounts are updated the same day of the Biller's operational times and service, from Monday to Friday.
13. Q. Can I make credit or debit card payments?
- A. Yes. At the following locations: The Document Centre - Bourbon Street, Castries, Massy United Insurance – Vide Bouteille, Castries, Glace Supermarket – Marisule, glfoodmarket – Baywalk Shopping Mall, Southwell – Vieux Fort. However, as it relates to Pan American Life Insurance ONLY cash payments can be made and for Sagicor & Demerara, cash and cheque payments can be made at this time.
14. Q. Is SurePay available online?
- A. Not at the moment but by the end of 2018.
15. Q. Can I make payments for friends or relatives?
- A. Yes. In keeping with SurePay's policy.
16. Q. Can SurePay respond to queries related to my account?
- A. No. Only payment discrepancies through SurePay can be addressed. Any error must be reported to the SurePay collection point on the same day of the transaction. (NB- with an original SurePay receipt). All other queries must be referred to the Billers.
17. Q. Why can't I check my Digicel balance at SurePay locations?
- A. Digicel's policy requests that all customer account information be kept confidential and only available through their network, as such, no Digicel client account balance information can be made readily accessible. Via your handset, please access your post paid balance by dialing *130*1#
18. Q. Does my WASCO bill get updated on the same day?
- A. Yes. Due to WASCO's new billing system, payments are processed to a bill account on the same day.
19. Q. Which payments can be made for Pan American Life and Sagicor?
- A. All premiums, except Mortgage premiums for Sagicor.
20. Q. Can customers access their policy information for Sagicor through SurePay.
- A. No. Sagicor clients need to contact Sagicor offices directly or refer with their Sales Agents.
21. Q. Can claims-related payments be made through Massy United Insurance?
- A. No claims-related payments can be made through SurePay. All such payments must be made through one of the Massy United Insurance offices: Vide Bouteille, Castries, 2nd Floor of the Vieux Fort Mall or at the new office in Soufriere on Sir Darnely Alexander Street. Also see notes below for more information.

22. Q. Is there a specific time to pay my bills at SurePay locations?

A. Bills can be paid during the normal operational hours of all SurePay locations.

23. Q. How soon can I pay other bills, (Sagicor General, Rubis Gas, etc.) at SurePay?

A. Look out for SurePay press advertisements for updates.

MASSY UNITED INSURANCE

- Clients must provide account/policy numbers and the amount they want to pay when making payments at SurePay. However, note that first payments (new or renewal premiums) for any payment plans must be made at the Massy office (clients can visit any of its 3 locations – J.E.B Building, Vide Bouteille – Castries, 2nd Floor Vieux Fort Mall – Vieux Fort or Sir Darnley Alexander Street – Soufriere)
- All classes of policies (private or commercial) are available for payment through SurePay
- Payments can be accepted via cash, cheque (To: SurePay), credit/ debit card (where applicable)
- No part payments will be accepted against payment plan amounts shown on the system
- Monthly payments for payment plans will be updated on the SurePay system when updates are provided by Massy United Insurance, as such, if a client has a discrepancy with their amounts they will need to refer to the Massy United Insurance offices
- Payment updates on the Massy/SurePay system will be done on a weekly basis
- The use of the SurePay system accommodates ONLY direct clients, as such, clients insured with Massy United Insurance but through a Broker are to make payments directly to their Broker and NOT through the SurePay system

DEMERARA MUTUAL

- Clients must provide account/ policy numbers and the amount when making payments through SurePay. Note that policy numbers would normally begin with 'LC' and will consist of 6 digits
- Note that first payments (new or renewal premiums/ loans) must be made at the head office in Castries
- No part payments will be accepted
- Payments can be accepted via cash, cheque (To: SurePay), credit/ debit card (where applicable)