

# Your Way Pay™ FAQs

## For workers compensation direct bill policies



### What is Your Way Pay?

Your Way Pay is our easy and convenient pay-as-you-go billing option, powered by SmartPay™. Your Way Pay lets you link business activity like payroll to premium payments, improving cash flow and more.

### Does my business have to be a certain size to use Your Way Pay?

No. Your Way Pay is available to all businesses.

### What policies are eligible for Your Way Pay?

Your Way Pay is currently available for our workers compensation policies.\*

### How does Your Way Pay work?

Your Way Pay allows you to pay premiums in real time, based on actual payroll, for improved accuracy. There are three payroll reporting options:

1. Self-report payroll at the end of each pay period or monthly;
2. Link Your Way Pay with one of the many [approved payroll providers](#) for automated reporting of payroll data.
3. Use the SmartPay Payroll Reporting Service.

### What are the benefits of Your Way Pay?

- Improved cash flow
- No down payment required
- Real-time premium calculations based on actual wages reported
- Automatic withdrawals of premium payments
- No installment fees
- Reduces audit exposure due to immediate premium calculations

### Is there a fee to use Your Way Pay?

Liberty Mutual does not charge you to use Your Way Pay. If you plan to use a payroll provider to report payroll on your behalf, please check to see if they charge a fee for this service. If you plan to use SmartPay Payroll Reporting Service, the annual fee is \$300.

### What is the WC Expense Constant?

The WC Expense Constant is non-waged based premium that is spread evenly over the policy term. You can view this fixed amount under the Blended Rates tab on the menu bar of your account screen.

### Is the process complicated?

No. You'll need some basic information to register (see below), and reporting is also simple. Please refer to our online [resources](#) for step-by-step instructions.

### How soon after my policy has been issued do I need to register?

You will receive a Welcome/Registration Request email after your policy has been issued. We recommend you complete registration within three days of receiving this email. If registration is not completed within the first 15 days of the policy term, your policy may be switched to an alternate billing method.

### What information do I need to register?

- Username\*\* and password
- Date of first payroll check on or after your policy is effective and payroll frequency
- Excluded company owner(s)/officers
- Bank account information – account holder, bank name, account and routing numbers

### How are classifications of employees, officers and excluded individuals determined?

Your independent insurance agent should ensure that your policy application and renewal information includes the proper class codes for your business operations according to state rules and regulations.

### How do I make changes to my Your Way Pay policy?

Contact your independent insurance agent, who can take care of any changes you need made. It is important to have your agent submit new class codes, locations, and officers as policy changes before submitting payroll that contains this updated information.

### How do I change to a different billing plan?

The billing plan cannot be changed mid-term during the policy period. To change the billing method on your policy **at renewal**, please contact your independent insurance agent.

### How can I change payroll frequency?

Please contact the SmartPay Support group at 877-905-0786 or [support@smartpayllc.com](mailto:support@smartpayllc.com).

\* Excludes ADP and PayChex

\*\* Your username is the email address of the designated administrative contact provided to Liberty Mutual/SmartPay during registration.

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### **Do I have to submit payroll even if I have no payroll to report for a reporting period?**

Yes. You are required to report "Zero Payroll" if you have no payroll to report. This way we know reporting of payroll wasn't overlooked for that period and will prevent us from sending you late payroll emails.

### **How often will premium payments be withdrawn from my bank account?**

Automatic withdrawals coincide with reporting of your payroll. You will receive a Billing Notification email after your payroll has been reported, indicating there will be a withdrawal from your bank account within one to two business days.

### **How does the audit process work?**

Every workers compensation policy is still subject to audit; but timely and accurate payroll reporting should greatly reduce the impact of any audit.

### **How can I access my account online?**

After you register and set up your account you can log in anytime at [smartpayllc.com](https://smartpayllc.com). From here, you can see payroll detail and billing history.

### **What security measures are in place to keep my personal information safe?**

Liberty Mutual and SmartPay are committed to protecting our customers' personal information. All data is transferred via secure transmission with industry-standard SSL encryption to prevent unauthorized users from accessing your information.

### **How can I get started with Your Way Pay?**

Contact your independent insurance agent to have your new policy issued with this billing option.

### **Who can I contact with questions about Your Way Pay?**

For questions related to self-registration, payroll reporting, or billing, please call 833-770-4913 or send an email to [YourWayPay@libertymutual.com](mailto:YourWayPay@libertymutual.com).

### **Who can I contact for system support?**

Please send an email to [support@smartpayllc.com](mailto:support@smartpayllc.com) or call 877-905-0786.

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Liberty Mutual Insurance helps people and businesses preserve and protect what they earn, build, own, and cherish. Keeping this promise means we are there when our customers need us most. Throughout our operations around the world, we are committed to providing insurance products and services to meet the needs of individuals, families, and businesses. For more information, visit [libertymutualgroup.com/business](https://libertymutualgroup.com/business) or contact your independent agent or broker today.