

Payment Portal FAQs

› What is the URL?

paybill.bcmone.com

Do you have additional questions?

Contact CustomerCare@BCMOne.com or 1.888.543.2000

› What methods of payment can I use?

You can pay by credit card (Mastercard, Visa, Discover or American Express) or debit card with a 3% fee applied to your next month's invoice or you may pay by ACH/Echeck (electronic check) with no fee.

› Can I set up auto pay through the new Payment Portal?

Yes! You can register in the Payment Portal to set up automatic payments via ACH/Echeck or credit card (with a 3% fee) to one or multiple accounts. Or you may choose to make only a single payment. **Note: AutoPay must be set up at least one day before the due date or it will not take effect until the following month.**

› I currently am set up to pay BCM One with wire transfer/ACH/Echeck payments that are initiated through my bank. Do I have to set up wire transfers or ACH/Echeck payments in this new Payment Portal?

No, if you are currently initiating payment from your bank to pay BCM One, you do not need to make any changes.

› Can I pay for multiple accounts?

Yes, you can make payments to one account number or multiple accounts.

› How long does it take for my payment to be credited to my account?

Payments made before 6 pm ET will be reflected on your account the next business day.

› Will I receive a receipt?

Yes, you will receive a receipt via email after making a payment.

› Is the Payment Portal secure?

Yes, Paymentus Instant Payment Network (IPN) enables you to securely and confidently make payments. Paymentus uses integrated fraud management, and is SOC 1 and SOC 2, and Payment Card Industry (PCI) compliant.

