I. MAKE AN ON-LINE PAYMENT

STEP #1:

Once you are on the Direct Biller website, you will be able to log in with the information provided to you on your Essence Invoice.
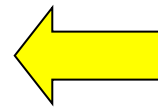
If you are making an on-line payment for the first time

OR

only wanting to make a one-time payment,

Enter your <u>Member ID</u>, your <u>Birth Date</u> (MMDDYYYY), and select <u>Login.</u>

Do not enter slashes when entering Birth Date.

One Time Payment

Please enter your Member ID

Member ID

🏛 Member ID

Please enter your Member ID

Date of Birth

🔒 Date of Birth

Date of Birth

Login

Already Registered?

Register Now

www.everythingessence.com

MAKE AN ON-LINE PAYMENT (continued)

STEP #2:

Y0027_23-994_C

Your billing information will auto-populate. Please provide the following information:

(**Note:** If you have access to email and would like a receipt emailed to you, please provide your email address)

    A. Type your Email Address (optional) select Next

    B. Type the Payment Amount (decimal point required)

    C. Enter your ACH, debit card, or credit card information and select Next

    D. Select Confirm

ESSENCE
HEALTHCARE.

Account

Account	Payment	Confirmation	Receipt

Member ID 99012

Member ID
99012

Account Name
JOE FRAMER

Email Address

A. → e****e@alaiswire.com

Next
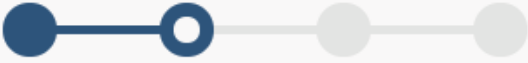
Account   Payment   Confirmation   Receipt

Total Amount of $0.00   ^

Payment Amount

B. ▶

0.00

Payment Method

Bank Account   ⌄

Bank Account Type

Checking   ⌄

Name on Account   **Bank Routing Number**

C. ▶

Bank Account Number   **Confirm Account Number**

Previous   Next

** If the payer enters a checking account deemed "invalid" or unacceptable, they will receive
an error like the one found on the below screenshot. They can attempt to retype their bank

account in to make any necessary corrections, but if they've typed in the correct account and are receiving this error, then they will need to use a different bank account.

This validation occurs anytime a payment method is added to the wallet or when a one time login/payment has occurred.

Hit next to proceed from this screen.

MAKE AN ON-LINE PAYMENT (continued)

STEP #3:

You will then be directed to a page where you can review your payment information.

A. If this is a one-time payment and you choose not to set up a Profile at this time, select <u>Pay Bill</u> to submit the payment. A confirmation message will appear. You may wish to print a copy for your records and then end your session by selecting the Logout tab.

B. You have the option of setting up a Profile so your payment information will be saved for future use or to set up automatic payments.

Receipt

Account Payment Confirmation Receipt

Success

Thank you for your payment of $233.20 for Account # 99012 on or after 12/17/2021. I understand that because this is an electronic transaction, these funds may be withdrawn from my account as soon as 12/17/2021.

[Logout] [View Details]

ESSENCE
HEALTHCARE.

Receipt

Thank you for your payments

I authorize Essence to electronically debit my account ending in 6789, for $233.20 on or the next business day after 12/17/2021. I understand that because this is an electronic transaction, these funds may be withdrawn from my account as soon as today. This authorization will remain in full force and effect until I log into the web site to cancel the transaction or I notify Essence at before close of business on today's date to withdraw my authorization.

Reference

B213511130459

Payment Date
12/17/2021

Member ID
99012

Customer Name
JOE FRAMER

Email Receipt to
eshone@alaiswire.com

Payment Type
Direct Payment

Device Type
Web

Fee
$0.00

Routing Number
*****3473

Bank

HUNTINGTON NATIONAL BANK

Name on Account

Joe Framer

Payment Method

Checking ***6789

Status

Pending

Payment Amount

$233.20

Total Payment Amount

$233.20

| Close | Print |

II. SET UP A PROFILE

When you choose to set up a Profile, select Register Now at the login page.

One Time Payment

Please enter your Member ID

Member ID

🏛 Member ID

Please enter your Member ID

Date of Birth

🔒 Date of Birth

Date of Birth

Login

Already Registered?

Register Now ⬅

www.everythingessence.com

You will be asked to create the following items:
  A. Create/Type Account Nickname, Member ID and Date of Birth
  B. Create/Type First Name, Last Name ,email, and Phone

C. Create/Type Username ,New Password and then Confirm Password
D. Create Two Challenge Questions/Type Answers
E. Select Register

New User Registration

Accounts   Security Profile   Payment Methods

Account Nickname

| Nickname |

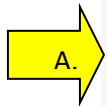Give this account a short name to help you identify it throughout the system. ex "Homeowner's Policy"

A.

Member ID

| 🏛 | Member ID |

Please enter your Member ID

Date of Birth

| 🔒 | Date of Birth |

Date of Birth

Cancel   Next

New User Registration

Accounts   Security Profile   Payment Methods

Personal Information

First Name

Last Name

B.

email

Phone

Enter your 10 digits phone number.

Account Information

Username

C.

New password ⓘ

🔒 Enter new password

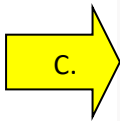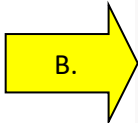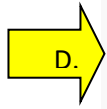**Confirm new password**

🔒 Confirm new password

Your Password must be between 6 and 16 alphanumeric values and contain at least one digit with upper and lower case letters.
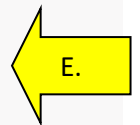
Challenge Questions
Question 1

D. →

| Please select a question | ⌄ |

Answer 1

create new answer

Question 2

| Please select a question | ⌄ |

Answer 2

create new answer
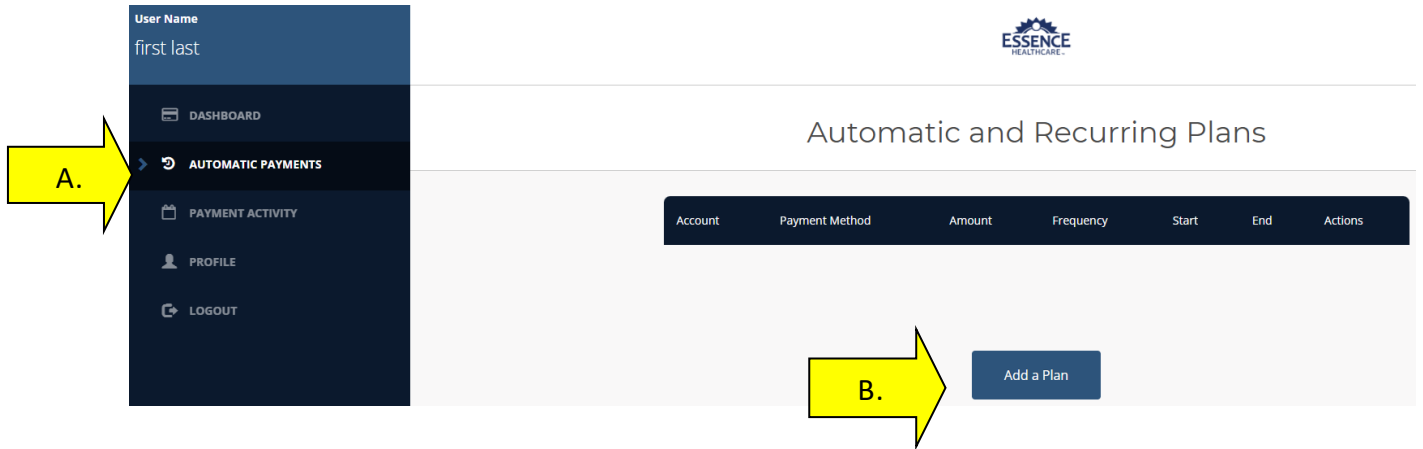
You may be asked to answer one or more of these questions to recover your login information or verify your identity.
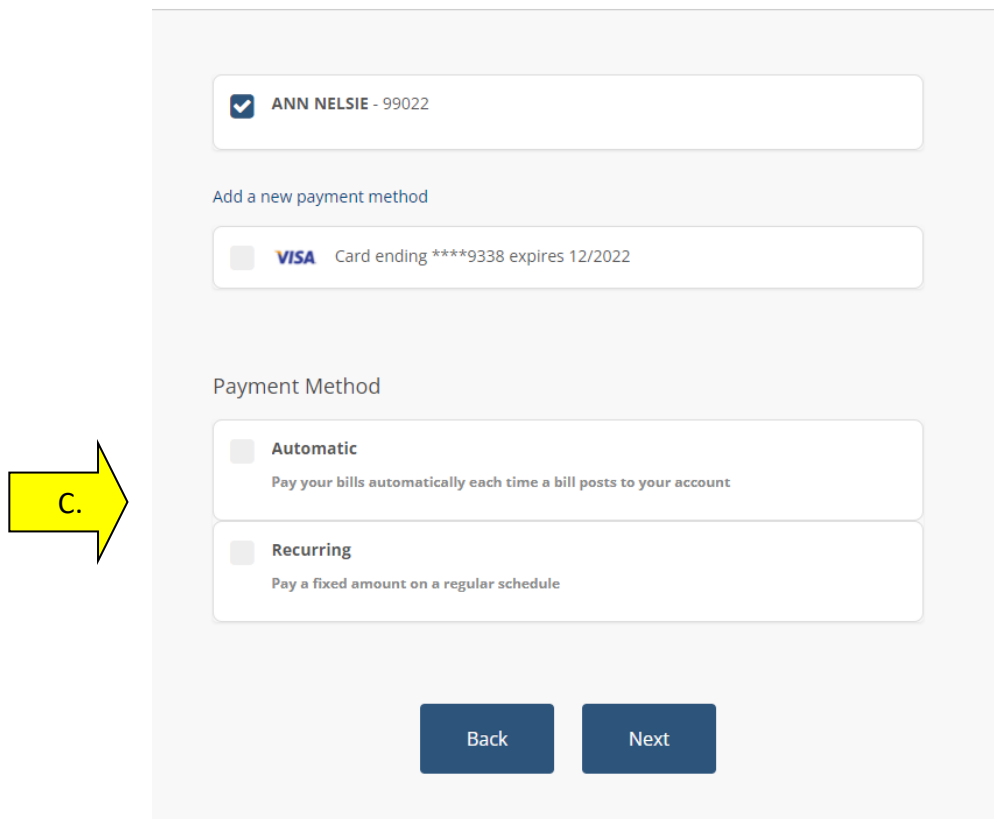
| Cancel | Previous | **Register** | ← E. |

III. SCHEDULE FUTURE – BILL TRIGGERED PAYMENTS

Once you have completed setting up your Profile, you will log back in with your Login ID and Password in order to automatically schedule payments against bills. Follow the steps below to make payments using your Profile:

    A. Select the <u>Automatic Payments</u> tab
    B. Pick <u>Add a Plan</u>
    C. Select <u>Automatic</u>

User Name
first last

DASHBOARD

A. AUTOMATIC PAYMENTS

PAYMENT ACTIVITY

PROFILE

LOGOUT

ESSENCE
HEALTHCARE

Automatic and Recurring Plans

Account	Payment Method	Amount	Frequency	Start	End	Actions

B. Add a Plan

New Payment Plan

☑ **ANN NELSIE** - 99022

Add a new payment method

☐ **VISA** Card ending ****9338 expires 12/2022

Payment Method

☐ **Automatic**
Pay your bills automatically each time a bill posts to your account

C.

☐ **Recurring**
Pay a fixed amount on a regular schedule

Back   Next

SCHEDULE FUTURE PAYMENTS (continued)

    A. Choose <u>Days Before</u> with drop down to select how many days prior to the bill due date that you want your payment to process.

B. Select <u>Next</u>
C. Then <u>Authorize</u>

Payment Method

☑ **Automatic**

Pay your bills automatically each time a bill posts to your account

☐ **Recurring**

Pay a fixed amount on a regular schedule

Days Before

A.

| 0 | ⌄ |

Do not automatically pay any bill over:

Leave this field blank to automatically pay any bill regardless of its amount

[Back] [Next] **B.**

Confirm Payment Plan

Account

☑ **ANN NELSIE** - 99022

Payment Method

VISA Card ending ****9338 expires 12/2022

Payment Method

☑ **Automatic**
Pay your bills automatically each time a bill posts to your account

Days Before

0

I authorize Essence to electronically debit my Visa ***9338, 0 days before the bill due date. I understand that this authorization will remain in effect until I log into the web site and cancel the bill triggered payment.

Back   **Authorize**   C.
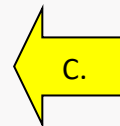
CANCEL SCHEDULED PAYMENTS
You have the option to cancel any future payments that you previously scheduled.

A. Select the <u>Scheduled Payment</u> on Dashboard
B. Select <u>Cancel</u>

Dashboard

No Bills to pay

A.

Scheduled Payments
Edit scheduled payments

Pay On Account
Make a payment to any registered account without a bill

Automatic Payments
Manage your Automatic and Recurring Payment Plans

Profile
Edit your account information, payment methods and other important features

Payment Activity

Scheduled Payments

Payment Date	Status	Reference #	Total Payment Amount	Actions
12/16/2021	Pending	B213501130173	$10.00	Cancel

B.

C. Verify that you are sure you want to cancel this transaction by selecting <u>Cancel Payment</u>

Cancel Scheduled Payment

Do you wish to cancel this scheduled payment?

| Never mind | Cancel Payment |

C.

IV. UPDATE PAYMENT INFORMATION

Once your Profile has been set up you can update or add a checking account, savings account, credit card, or debit card information.

- A. Select the <u>Profile</u> tab
- B. Select <u>Payment Methods</u>
- C. <u>Add</u> New Payment Method or Update Existing Payment Method

Profile

DASHBOARD

AUTOMATIC PAYMENTS

PAYMENT ACTIVITY

> PROFILE — A.

   Security Profile

   Payment Methods

   Billing Accounts

   Notification Settings

   Message Center

LOGOUT

Security Profile
Update your personal information (name, email, mobile phone, password, and challenge questions)

Payment Methods — B.
Add new or edit your existing credit card, debit cards and bank accounts.

Billing Accounts
Update your Account Nickname with your Account ID and PIN

Notification Settings
Adjust how you are notified regarding your payments.

Message Center
View important messages sent to you by our system.

Delete Profile
Permanently close your online payment account and delete your billing profile.

V. CHANGE YOUR PASSWORD OR CHALLENGE QUESTIONS

You can change your password or security questions any time.

- A. Select the <u>Profile</u> tab
- B. Type your <u>Current Password</u>
- C. Type your <u>New Password</u> and then re-type to <u>Confirm</u>
- D. Select <u>Save New Password</u>

E. Update Challenge Questions
F. Select Save Challenge Questions

Challenge Questions
Question 1

In what city were you born?   ⌄

Answer 1

create new answer

Question 2

What is the name of your favorite childhood friend?   ⌄
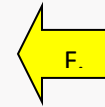
Answer 2

create new answer

Password

Current password

Password created at registration

Save Challenge Questions   ⟸ F.

VI. RESET YOUR PASSWORD

If you forget your password while trying to log in, select Forgot Your Password? or contact Essence Customer Service.

VII. UNLOCK OR RESET YOUR LOGIN ID

If you lock or forget your Login ID, please contact Essence Customer Service to request a Direct Biller website Login ID reset.

If you need help understanding the information in this letter, please contact Customer Service.

Thank you.

Finance Department
Essence Healthcare