



# ERIE AND NIAGARA INSURANCE ASSOCIATION

## NEW CUSTOMER PORTAL USER - AUTOPAY ENROLLMENT

1. Log onto [www.enia.com](http://www.enia.com) and click on the **MAKE A PAYMENT** button

Erie and Niagara Insurance Association

HOME | EMPLOYEE LOGIN | AGENCY LOGIN | MAKE A PAYMENT | REPORT A CLAIM

ABOUT US | PRODUCTS | PAYMENTS | RESOURCES | FIND AN AGENT | CONTACT US

### Welcome to Erie and Niagara Insurance

"The Strength of Our Past is the Foundation of Our Future"

If you are looking for an insurance carrier that can deliver exceptional value, excellent service and superior coverage, Erie and Niagara is the right company for you. Founded in 1875, we protect our 97,000 policyholders with quality products and services. We hold an A (Excellent) financial rating from A.M. Best Company, the insurance industry's leading rating organization.

Whether your needs are personal, farm or business related, we can help. There are over 300 professional independent insurance agents across Upstate New York representing Erie and Niagara Insurance offering superior service and innovative products. And if you have a claim, you can expect fair, prompt, and courteous service. We welcome the opportunity to be of service to you.

### Make A Payment

In addition to accepting one-time electronic payments, we also offer recurring payments from your checking or savings account.

Enroll in AutoPay and all installment fees are waived!

Click on the "PAYMENTS" tab above to learn more about this convenient billing option!

**MAKE A PAYMENT**

### Find An Agent

Zip Code:  Miles:  10

**FIND AN AGENT**

### Products

- Homeowner
- Bed and Breakfast
- Landlord
- Farm Owner
- Umbrella\*
- Inland Marine
- Business Owner
- Cyber Liability
- Vendor Insurance
- Special Multi-Peril
- Artisan

\*Umbrella Policy offered through our affiliate Cherry Valley Cooperative Insurance Company.

### Report A Claim

Please have your policy number available to report a claim.

**REPORT A CLAIM**

WARD'S 50  
AWARDS FOR  
CONSISTENCY • PERFORMANCE

2. Click on **Customer Portal Login** link at bottom of page

Erie and Niagara Insurance Association

### One-Time Payment Login

To make a one-time payment please enter your policy number and security code located on your bill or policy document

Policy Number:

Security Code on your Bill:

[Where is the Security Code on my bill?](#)

**Next**

### Customer Portal Login

Please click the button below to log into your Customer Portal account

**Customer Portal Login**

[Return to Enia.com](http://Return to Enia.com)

3. As a new Customer Portal user, click on **Register Now** link near bottom of Login section of page

Customer Portal

VISA MasterCard DISCOVER echeck

**Make One-Time Payment**

Pay your bill in 3 easy steps without registering. All you need is your policy number and 4-digit security code from your paper bill.

Payments made prior to midnight will be posted to your account next day. Payments made after midnight will be posted within 48 hours. For each payment, you will receive a confirmation number for your records.

**Pay Now**

**Login**

Email/User ID  
Email/User ID

Password  
Password

Welcome to the NEW and EASY-TO-USE Erie and Niagara Insurance Customer Portal!

Our new Customer Portal offers new payment options, payment methods and billing enhancements. As a registered Customer Portal user, you can take advantage of:

- AutoPay bill pay using a credit/debit card or e-check
- Paperless billing notifications including Pay-by-Text
- Pay multiple policies with one payment method
- View policy documents

Visit our [Payments – Learn More](#) or our [Frequently Asked Questions](#) page to learn more.

We are here to help! Please contact us at 1-800-234-9876 (M – F 8:30am - 4:30pm EST) with any questions regarding your policy billing.

Don't have an account? [Register Now](#)

**Login** [Forgot your password?](#)

4. Complete the Customer Portal New Account Information then click **Enroll**

Please enter all of the information below

**New Account Information**

Email Address  
TestUser@enia.com

Passwords must meet the following requirements:

- must be at least 10 characters in length
- must contain at least one number and 1 alpha
- only alphanumeric and special characters are allowed

For enhanced security, do not use proper names, words commonly found in the dictionary or repeating sequences of numbers.

**Strong**

Password  
\*\*\*\*\*

Re-enter password  
\*\*\*\*\*

First Name  
TestUserFN

Last Name  
TestUserLN

Phone Number  
716-632-5433

ZIP Code:  
14231

**Enroll** Cancel

5. After clicking **Enroll**, you will be brought to the following screen. Please click on **AutoPay** on the left-hand side of the screen.

Customer Portal

Add Account

Account Information

Payment Type

Erie Niagara Policy Payment

Cherry Valley Policy Payment

Account Number

Enter your policy number

Security Code

Enter 4-digit Security Code

Paperless

6. Click **Add Schedule**

Customer Portal

AutoPay

Add Schedule

7. Click **Add new** to add your policy to your Customer Portal profile

Customer Portal

Create New AutoPay

Select an Account

Add new

Continue

8. Complete the Add Account screen by selecting **Erie Niagara Policy Payment** and entering your **Policy Number** and **4-digit Security Code** or **Agent Code**, then click **Add**

**Add Account** [Close]

Account Information

**Payment Type**

Erie Niagara Policy Payment

**Policy Number**

Enter your Policy Number

**Security Code**

Enter 4-digit Security Code

**Paperless** [Help]

No [paper icon]

**E-Bill Notification For New Bills** [Help]

Receive email notification [Help]

**Terms & Conditions**

[Read the Payment Authorization Terms](#)

I agree to the Payment Authorization Terms.

Cancel Add

9. Click **Add new** and select your preferred payment method for AutoPay enrollment

**Payment Method**

Add new

Back Continue

10. Select one of the four choices at the top and complete all of the information requested, then click **Add**

**Add Payment Method** [X]

**E-Check** Debit Credit

echeck

Where can I find my routing and account number?

⑆ 123456789 ⑆ 3218235 ⑆ 5284 ⑆ 123456789 ⑆ 5284 ⑆ 3218235 ⑆

Routing Account Check OR Routing Check Account

**Account Type**

Checking  Savings

**Routing Number** **Account Number**

**Bank Name** **Name on Account**

Set as default payment method

Back Add

11. Once your payment method has been added, select it and click **Continue**

**Payment Method**

**My Wallet**

\*\*\*\*5454 | Exp 07/26

Add new

Back Continue

12. Complete the Payment Details screen including the AutoPay bill plan and Schedule Notification Preferences. Click **Create AutoPay**.

Payment Details

Frequency

Bill amount on the due date

Payment Amount

Bill Amount

Total Amount

Bill Amount

Pay Plan

1-Pay  2-Pay

4-Pay  8-Pay

12-Pay

Payment Type

Visa

Account Number

\*\*\*\*\*1111

Schedule Notification Preferences ⓘ

Do not remind me ▼ in advance of a scheduled payment

By selecting the box, you authorize the above scheduled payments from the account shown. This authorization is valid until you cancel it through the customer portal or by calling your biller's customer service number. Cancellation requests must be received at least 3 business days before the next scheduled payment due date.

Back Create AutoPay

13. A Schedule Created confirmation will appear on the screen for your records. You will also receive an email confirmation as well. Paperwork will be mailed from Erie and Niagara confirming enrollment.

Your AutoPay Enrollment has been completed!

Schedule Created

Confirmation #	1393008
Payment Type	Erie Niagara Policy Payment
Account #	
Payment Method	MasterCard *****5454
Start Date	Jul 1, 2022
Frequency	Bill amount on the due date
Payment Amount	Bill Amount
Total Amount	Bill Amount

Print Back to AutoPay