

eBill Transition FAQ

Q: Which billers are currently being disabled for eBill?

A: As of November 3, 2025: Bank of America, American Express, Verizon, Allstate Insurance, Capital One and Comcast

Q: Will I be notified that these eBillers are disabled?

A: If you currently have an eBill connection to one of the eBillers that we disable, you will receive the following notification:

Subject: eBill Connectivity Issue for your Biller. Please review.

Heading: Your eBill for [billername] is experiencing connectivity issues. Action may be needed.

We have been notified that the eBill you have for [billername] is experiencing connectivity issues and at this time we do not know when connectivity will be restored. We are unable to retrieve the billing statement information and if an AutoPay rule is set up, we cannot process payments without the eBill.

Please login and review your status for this Biller and schedule any payments needed to avoid any missed payments.

We will update you when connectivity to this Biller has been resolved.

We apologize for any inconvenience this may cause. If you have any questions, please contact us.

Thank you.

Q: Why are these billers being disabled for eBills?

A: We've observed an increase in eBill related issues, specifically related to connecting to (and staying connected with) the billers as well as reliability with receiving monthly statements because of a connectivity issue.

In addition, we are working to improve the overall eBill experience and removing the eBill connection with billers that is causing friction is the first step. From there we will focus on building a more optimal eBill service. More to come here!

Q: Can I continue to pay these billers?

A: Yes, only the eBill feature is disabled for the billers. You can continue to make payments to them. If you were using the AutoPay feature of eBill, you would need to reschedule payments to these billers.

Q: How will I know if eBill becomes available again for this biller?

A: If the billers listed above are reenabled for eBills, you will receive a product notification informing you that the eBill is now enabled (see below):

Subject: eBill Connectivity Issue for your Biller has been resolved.

Heading: The connectivity issue for your eBill for [billername] has been resolved.

We have been notified that the connectivity issue with the eBill you have for [billername] has been resolved. We can now resume the ability to retrieve the billing statement information and if an AutoPay rule is set up, we will process payments.

We recommend that you log in and review the status of your Biller and any payments scheduled to ensure there are no issues.

We thank you for your patience as this issue was resolved. Please contact us if you have any questions.

Thank you.