

Employer Instruction Manual

Online Penalty Payment Service

Florida Department of Financial Services
Division of Workers' Compensation

The Florida Division of Workers' Compensation is pleased to offer the Online Penalty Payment Service. This service will allow you to submit your Bureau of Compliance penalty payments electronically. Payments may be made by Visa, Master Card, or from a business or personal checking or savings bank account for a nominal convenience fee.

You may access the Online Penalty Payment Service at www.myfloridacfo.com/wc and click on the Online Penalty Payment Service icon.



BENEFITS OF THE ONLINE PENALTY PAYMENT SERVICE:

- Convenience
- Ease of Use
- View Electronic Payment History Any Time
- View the Total Penalty Assessed, the Outstanding Balance, Penalty Payment Amount Due, Convenience Fee, and Total Amount to Pay

WHO CAN MAKE AN ONLINE PAYMENT?

Employers Submitting a Full Payment of the Penalty (One-Time Payment)

- **An employer who has been assessed a penalty; however, has not entered into a Periodic Payment Agreement and intends to pay the full amount.**

Example: 123 Construction Inc. was issued and served a Stop-Work Order and Order of Penalty Assessment. The employer chooses to pay the TOTAL PENALTY IN FULL.

**Reminder: The employer must provide proof of compliance with the requirements of the workers' compensation law in order to obtain a release from the Stop-Work Order.*

- **An employer who has been assessed a penalty and has entered into a Periodic Payment Agreement, thereby releasing the Stop-Work Order (SWO). However, the SWO has been reinstated and the employer must now pay the outstanding penalty.**

Example: 123 Construction Inc. was issued and served a Stop-Work Order and Order of Penalty Assessment. The employer entered into a Periodic Payment Agreement and obtained a conditional release of the Stop-Work Order. However, the employer defaulted on the obligations under the Periodic Payment Agreement, the Stop-Work Order was reinstated and the unpaid balance of the remaining penalty is due. The employer must pay the balance of the remaining penalty.

**Reminder: The employer must provide proof of compliance with the requirements of the workers' compensation law in order to obtain a release from the Stop-Work Order.*

Employers Submitting Monthly Periodic Payments

- **An employer who has been assessed a penalty and has entered into a Periodic Payment Agreement.**
- **An employer who has been assessed a penalty and has entered into a Periodic Payment Agreement, but does not enroll in the Online Penalty Payment Service.**

Example: 123 Construction Inc. was issued and served a Stop-Work Order and Order of Penalty Assessment. The employer entered into a Periodic Payment Agreement and obtained a conditional release of the Stop-Work Order. The employer has not enrolled in the Online Penalty Payment Services and wishes to make a payment.

GENERAL USER REQUIREMENTS AND INFORMATION

- Employer must have an Invoice Number (_____).
- Employer's zip code as noted on the Stop-Work Order or Order of Penalty Assessment (_____).
- Agreement with system terms and conditions.
- Computer access with internet capability.
- Employer **must not** have been referred to collections for non-payment.

- The Online Penalty Payment Service will process only one payment per 24-hour time period.
- Any payment submitted before 5:00 p.m. Eastern Standard Time will be processed for payment the next business day.
- Any payment submitted after 5:00 p.m. Eastern Standard Time will be processed for payment within two business days.
- The Online Penalty Payment service will time-out after 15 minutes of inactivity.
- The amount displayed in the “Total Amount to Pay” field cannot be changed. You are required to pay this amount.
- Payment by Visa or Master Card is accepted. Online payments can also be made from a personal checking or savings account or a business checking or savings account via ACH (Automated Clearing House). A \$3.00 convenience is added to each online payment transaction.
- Payments will not be processed on federally observed holidays.

A list of Frequently Asked Questions can be found in the last section of this instruction manual.

CONTACT INFORMATION

For questions related to the Online Penalty Payment Service, please contact:

**Division of Workers’ Compensation
Financial Accountability Section
1-866-738-6297
WC_FAS@MyFloridaCFO.com**

PAYMENT IN FULL

You may access the Online Penalty Payment Service at www.myfloridacfo.com/wc and click on the Online Penalty Payment Service icon.



TO ACCESS AN ‘EMPLOYER PENALTY ACCOUNT’ AND MAKE A ONE TIME PAYMENT, FOLLOW THE INSTRUCTIONS BELOW:

On the Division of Workers’ Compensation Online Penalty Payment Service home page, click on the “Make a payment in full” link.

Jeff Atwater, Chief Financial Officer
Florida Department of Financial Services


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Division of Workers' Compensation

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Online Penalty Payment Service

The Division of Workers' Compensation has implemented an Online Penalty Payment Service for employers that have been issued a Stop-Work Order or Order of Penalty Assessment. This service allows you to pay your entire penalty in full or to pay the monthly installments that are required in your periodic payment plan. Payments may be made by Visa, MasterCard, or from a business or personal checking or savings bank account for a nominal convenience fee. See the [Instructional Manual \[2.8MB PDF\]](#) for general information about the online service and step-by-step instructions for setting up an online payment account. To make an online penalty payment, access the following links:

- [Make a payment in full](#) 
- [Make a monthly installment payment](#)

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Log on to the one-time payment system by entering the Invoice Number and Zip Code as provided by the investigator in the instructional manual. The Invoice Number is case-sensitive. To proceed, click the “Submit” button. To terminate the process, click “Cancel”.



Welcome to the Florida Division of Workers' Compensation One Time Penalty Payment Service

For identification purposes, please have your Workers' Compensation invoice number and Bank Account information. To make a payment, please enter your invoice number and 5 digit zip code.

Invoice Number:
Zip Code (5 digits):

The next screen displays the Invoice Number, Employer Name, and the Total Amount to Pay. The Total Amount to Pay represents the penalty payment amount plus the convenience fee. Please review this information. If you believe there is a discrepancy, please call the Financial Accountability Section. To proceed to make a payment, click on the “Checking or Savings” or “Credit Card” button.



Invoice Number: C00033053
Employer Name: FIRST CHOICE
Total Amount to Pay: \$103.00

To terminate the process, click “Cancel”. You will be given the option of exiting the system or going back to the previous screen to continue making a payment. To exit the system, click “Exit Service”. To continue with your payment, click “Go Back”.

To Make a Payment From Your Bank Account:

The next screen allows you to select a payment account type from which to make your payment. The employer name and total amount to pay will be displayed.

To make a payment, select one of the four ach payment account types:

- a. Personal Checking Account
- b. Personal Savings Account
- c. Business Checking Account
- d. Business Savings Account

The Total Penalty Assessed, Outstanding Balance, Penalty Payment Amount, Convenience Fee, and Total Amount to Pay are displayed. Enter the Name of the Bank Account that matches the payment account you have selected.



Jeff Atwater, Chief Financial Officer
Florida Department of Financial Services

To schedule your one time payment enter your banking and payment information below.

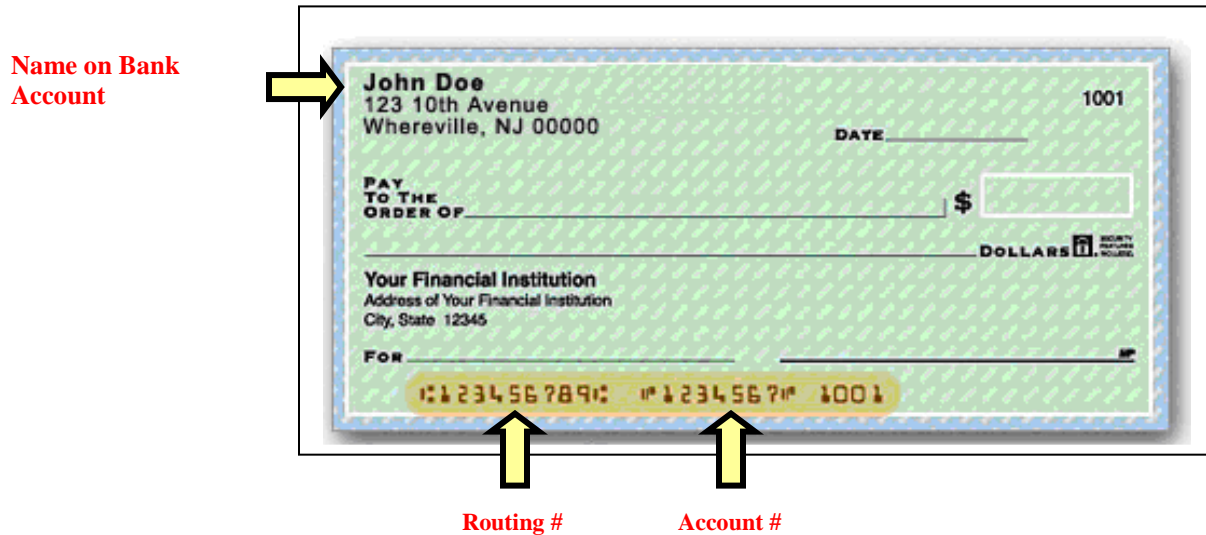
| Remit Information | |
|-------------------------|-------------|
| Total Penalty Assessed: | \$ 2,202.56 |
| Outstanding Balance: | \$ 2,202.56 |
| Penalty Payment Amount: | \$ 100.00 |
| Convenience Fee: | \$ 3.00 |

| Penalty Payment Information for Invoice Number: C00033053 | |
|---|--|
| Employer Name: | FIRST CHOICE |
| Total Amount to Pay: | \$103.00 |
| 'Payment Account Type: | <input type="radio"/> Personal Checking <input type="radio"/> Personal Savings <input checked="" type="radio"/> Business Checking <input type="radio"/> Business Savings |
| 'Name on Bank Account: | <input type="text" value="FIRST CHOICE"/> |
| 'Bank Routing Number (ABA): | <input type="text" value="063000047"/> |
| 'Bank Account Number: | <input type="text" value="8888888888"/> |
| 'Please Reenter the Bank Account Number: | <input type="text" value="8888888888"/> |
| 'Payment Date: | 05/07/2011 |

'Total Amount to Pay: \$103.00

' indicates a required field

Enter the Bank Routing Number and Bank Account Number where indicated. Enter the Bank Account Number again where indicated. The bank routing number is the nine-digit number found on the bottom of your check between the two bank symbols. The bank account number is found on the bottom of your check after the nine-digit bank routing number.



Click the “Continue” button to proceed. To terminate the process, click “Cancel”. You will be given the option of exiting the system or going back to the previous screen to continue the process. To exit the system, click “Exit Service”. To continue with your payment, click “Go Back”.

4. The next screen prompts you to confirm the data that was entered. Please verify that all the information shown is correct. If the information is correct, select "CONFIRM" to schedule your payment. If the information is not correct, select "MODIFY" to make any required changes.




This product can only process ACH transactions funded from within the US or its territories. If any portion of the money used in this payment came from a financial institution located outside of the US or its territories for the purpose of funding this payment, please do not proceed with the payment and contact customer service.

Please verify that all the information below is correct and select "CONFIRM" to schedule your payment. If the information is inaccurate, select "MODIFY" to make any required changes.

| Remit Information | |
|-------------------------|-------------|
| Total Penalty Assessed: | \$ 2,202.56 |
| Outstanding Balance: | \$ 2,202.56 |
| Penalty Payment Amount: | \$ 100.00 |
| Convenience Fee: | \$ 3.00 |

| Verify Penalty Payment Information | |
|------------------------------------|---------------------|
| Name on Bank Account: | FIRST CHOICE |
| Invoice Number: | C00033053 |
| Bank Name: | BANK OF AMERICA, NA |
| Bank Routing Number (ABA): | 063000047 |
| Bank Account Number: | 8888888888 |
| Payment Date: | 05/09/2011 |
| Total Amount to Pay: | \$ 103.00 |
| TOTAL PAYMENT: | \$ 103.00 |

To terminate the process, click “Cancel”. You will be given the option of exiting the system or going back to the previous screen to continue the process. To exit the system, click “Exit Service”. To continue with your payment, click “Go Back”.

The next screen provides a summary of the completed transaction. You may print this screen for your records. To print, click on the  print page icon located on the bottom left of the screen.



THANK YOU FOR YOUR PAYMENT. You may print this page for your records or enter your email address to receive an email confirmation.

Your one-time payment has been scheduled.

| Remit Information | |
|-------------------------|-------------|
| Total Penalty Assessed: | \$ 2,202.56 |
| Outstanding Balance: | \$ 2,202.56 |
| Penalty Payment Amount: | \$ 100.00 |
| Convenience Fee: | \$ 3.00 |

| Penalty Payment Confirmation - Please print for your records | |
|--|---------------------------|
| Date & Time: | Sat, May 7, 2011 13:38:10 |
| Name on Bank Account: | FIRST CHOICE |
| Invoice Number: | C00033053 |
| Bank Name: | BANK OF AMERICA, NA |
| Bank Routing Number (ABA): | ****0047 |
| Bank Account Number: | ****8888 |
| Payment Date: | 05/09/2011 |
| Total Amount to Pay: | \$ 103.00 |

| | |
|---------------------------|-----------|
| TOTAL PAYMENT: | \$ 103.00 |
| Transaction Confirmation: | 964428 |

print page

Enter Email Address:

send confirmation

Exit Service

You may also choose to have a payment confirmation sent to you via email. To do so, enter your email address where indicated and click on the “Send Confirmation” button; otherwise, click on the “Exit Service” button.



An employer who pays the penalty in full is still required to provide evidence of workers’ compensation compliance to the investigator who handled the case in order for the Stop-Work Order to be released.



To Make a Payment Using Visa or Master Card:

Click on the “Credit Card” button:

Jeff Atwater, Chief Financial Officer
Florida Department of Financial Services

Invoice Number: C00033053

Employer Name: FIRST CHOICE

Total Amount to Pay: \$103.00

Checking or Savings Credit Card

Cancel

The next screen allows you to select a Visa or Master Card account from which to make your payment. The Total Penalty Assessed, Outstanding Balance, Penalty Payment Amount, Convenience Fee, and Total Amount to Pay are displayed.

Jeff Atwater, Chief Financial Officer
Florida Department of Financial Services

To schedule your one-time payment enter your credit card and payment information below.

Remit Information

Total Penalty Assessed: \$ 2,202.56

Outstanding Balance: \$ 2,202.56

Penalty Payment Amount: \$ 100.00

Convenience Fee: \$ 3.00

Penalty Payment Information for Invoice Number: C00033053

Name on Bank Account: FIRST CHOICE

Total Amount to Pay: \$103.00

Payment Account Type: MasterCard


Name on Credit Card: FIRST CHOICE
(The name must appear as it does on the credit card account.)

Address Line 1: 10 OCEAN DR

Address Line 2:

City, State/Province, Zip/Postal: MIAMI FL 33487

Country: US - United States

| | |
|----------------------------------|---|
| 'Credit Card Account Number: | <input type="text" value="5454545454545454"/> |
| 'Please Reenter the Card Number: | <input type="text" value="5454545454545454"/> |
| 'Credit Card Security Value: | <input type="text" value="544"/> |
| |  |
| | <small>Click on the image to see Credit Card Security Value locations.</small> |
| 'Expiration Date: | <input type="text" value="08"/> / <input type="text" value="2011"/> |
| | <small>For on-time posting of the payment to your account, please allow 3 business days prior to the due date for processing.</small> |
| 'Payment Date: | <input type="text" value="05/07/2011"/> |
| 'Total Amount to Pay: | <input type="text" value="\$ 103.00"/> |
| | <small>* indicates a required field</small> |
| | <input type="button" value="Continue"/> <input type="button" value="Cancel"/> |

Select Visa or Master Card from the dropdown list next to Payment Account Type.

Enter the Name on Credit Card exactly as it appears on the card.

Enter the Address where your credit card statement is mailed. Note: enter the State as a 2 digit State abbreviation (ie, 'FL'). Do not spell the state out and do not use punctuation. For example, 'Florida' or 'Fl.' will not be accepted by the system.

Select the country from the dropdown list next to Country.

Enter the Credit Card Account Number.

Re-enter the Credit Card Account Number.

Enter the 3 digit Credit Card Security Value as found on the back of your credit card.

Select the credit card expiration month and year from the dropdown list.

Click on the "Continue" button to confirm the payment information entered. Clicking on the "Cancel" button will cancel you out of the payment service.



Please verify that all the information below is correct and select "CONFIRM" to schedule your payment. If the information is inaccurate, select "MODIFY" to make any required changes.

| Remit Information | |
|-------------------------|------------|
| Total Penalty Assessed: | \$ 2202.56 |
| Outstanding Balance: | \$ 2202.56 |
| Penalty Payment Amount: | \$ 100.0 |
| Convenience Fee: | \$ 3.0 |

| Verify Penalty Payment Information | |
|------------------------------------|-----------------|
| Name on Credit Card: | FIRST CHOICE |
| Invoice Number: | C00033053 |
| Address Line 1: | 10 OCEAN DR |
| Address Line 2: | |
| City, State/Province, Zip/Postal: | MIAMI, FL 33487 |
| Country: | US |
| Credit Card Account Number: | ****5454 |
| Credit Card Security Value: | 544 |
| Expiration Date: | 8/2011 |
| Payment Date: | 05/09/2011 |

| | |
|-----------------------|-----------------|
| Total Amount to Pay: | \$103.00 |
| TOTAL PAYMENT: | \$103.00 |

Verify that all of the information is correct. Click on the “Confirm” button to schedule the payment, or click on the “Modify” button to make any required changes. Clicking on the “Cancel” button will cancel this transaction and your payment will not be saved or processed.



Your one-time payment has been scheduled.

Remit Information

Total Penalty Assessed: \$ 2202.56

Outstanding Balance: \$ 2202.56

Penalty Payment Amount: \$ 100.0

Convenience Fee: \$ 3.0

Penalty Payment Confirmation - Please print for your records.

Date & Time: Sat, May 7, 2011 14:13:58

Name on Credit Card: FIRST CHOICE

Invoice Number: C00033053

Address Line 1: 10 OCEAN DR

Address Line 2:

City, State/Province, Zip/Postal: MIAMI, FL 33487

Country: US

Credit Card Account Number: ****5454

Payment Date: 05/09/2011

Total Amount to Pay: \$103.00

TOTAL PAYMENT: \$

Credit Card Auth: TRIN17

Transaction Confirmation: 964429


 print page

Enter Email Address:

 send confirmation

Exit Service

The payment has been scheduled. Print the Payment Confirmation page for your records by clicking on the  print page icon.

If you would like to receive an email confirmation of the payment, enter your email address in the space provided, and click on the  send confirmation icon. The email will be addressed from “penpymt@remotepayonline.com on behalf of wc_fas@myfloridacfo.com”.

Click on the “Exit Service” button to return to the Penalty Payment Service home page.

PERIODIC PENALTY PAYMENTS

You may access the Online Penalty Payment service at www.myfloridacfo.com/wc and click on the Online Penalty Payment Service icon.



TO ACCESS AN ‘EMPLOYER PENALTY ACCOUNT’ AND SUBMIT *PERIODIC PENALTY PAYMENTS*, FOLLOW THE INSTRUCTIONS BELOW:

On the Division of Workers’ Compensation Online Penalty Payment Service page, click on the “Make a monthly installment payment” link.

The screenshot shows the website header with Jeff Atwater, Chief Financial Officer, and navigation links: Home | CFO | News | Agency | Services | ContactUs | En Español | Search. The main content area is titled "Division of Workers' Compensation" and "Online Penalty Payment Service". It includes a sidebar with links like "Workers' Compensation Home", "About the Division", "Databases", "Division News and Updates", "Electronic Data Interchange Information and FAQs", "Informational Memoranda", "Publications and Reimbursement Manuals", "Statutes, Rules and Forms", "Workers' Compensation Links", and "Workers' Compensation System Guide". The main text describes the service and lists two links: "Make a payment in full" and "Make a monthly installment payment" (highlighted with a red arrow). An icon for the Online Penalty Payment Service is also present.

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FIRST TIME USER

In the fields provided on the right side of the screen under the caption “Enroll” enter your Invoice Number and Zip Code, as provided in the Instructional Manual. The Invoice Number is case-sensitive.



Terms and Conditions

Welcome to the Florida Division of Workers' Compensation Penalty Payment Service

The Florida Division of Workers' Compensation is pleased to offer this free service that allows you to submit your periodic penalty payment. It's easy and simple to set up. With this service, you can pay your penalty payment online, set up an automatic payment, and view payment history. First time users, please enroll by entering your invoice number and 5 digit zip code. Return users, please login by using your email address and password selected during the enrollment process.

Login

Email Address:
Password:

[Forget your password?](#)

Enroll

Invoice Number:
Zip Code (5 digits):

Terms and Conditions Code:

[Click here to view Terms and Conditions.](#)

Enrollment signifies your acceptance of the Terms and Conditions.

Click on the blue link that states “Click here to view Terms and Conditions.”

After you have read the agreement, acknowledge your understanding by clicking on the “I Agree” button. The required Terms and Conditions Code will automatically populate after you have read and accepted the Terms and Conditions of the Online Penalty Payment service. You will not be able to continue with the enrollment if you click “I Do Not Agree”.



Terms and Conditions

Welcome to the Florida Division of Workers' Compensation Penalty Payment Service

The Florida Division of Workers' Compensation is pleased to offer this online service that allows you to submit your periodic penalty payment. It's easy and simple to set up. With this service, you can pay your penalty payment online, set up an automatic payment, and view payment history. Payments may be made by Visa, MasterCard, or from a business or personal checking or savings bank account for a nominal convenience fee. First time users, please enroll by entering your Invoice Number and 5 digit zip code as provided in the On-Line Penalty Payment Service Employer Instruction Manual. Return users, please login by using your email address and password selected during the enrollment process.

Login

Email Address:
Password:

[Forget your password?](#)

Enroll

Invoice Number:
Zip Code (5 digits):

Terms and Conditions Code:

[Click here to view Terms and Conditions.](#)

Enrollment signifies your acceptance of the Terms and Conditions.

To proceed, click on the “Enroll Now” button.

The next screen requires you to set up your account. The employer name and address is displayed. If this information is not correct, please contact the Financial Accountability Section at 1 (866) 738-6297.

Terms and Conditions

Personal Information

| | |
|---------------------------|--|
| Invoice Number: C00033053 | |
| Employer Name: | FIRST CHOICE |
| Address Line 1: | 10 OCEAN |
| Address Line 2: | |
| City, State, Zip: | MIAMI, FL 33487 |
| Country: | USA |
| Account Nickname: | <input type="text" value="FIRSTCHOICE"/> |

Your Email Address will be used to log in to the system. The password you select must contain both alpha and numeric characters and be at least 8 characters in length. If only one letter or number appears in a password, it cannot be in the first or last position (i.e. 'password1' is not allowed). The password is case-sensitive and special characters are not allowed.

Log In Information

| | |
|--------------------------------------|---|
| Email Address: | <input type="text" value="firstchoice@aol.com"/> |
| Re-enter your Email Address: | <input type="text" value="firstchoice@aol.com"/> |
| Choose a Password: | <input type="password" value="....."/> |
| Re-enter Password: | <input type="password" value="....."/> |
| Choose a Challenge Question: | What is the name of your hometown? <input type="button" value="v"/> |
| Challenge Question Response: | <input type="password" value="....."/> |
| Confirm Challenge Question Response: | <input type="password" value="....."/> |

Enter a nickname in the Account Nickname Field. This is a required field. This is the name of the account you will see on your statement.

Enter your email address. This is a required field. You must use the same email address each time you log into the system.

Create and enter your password. The password you select must contain both alpha and numeric characters and be between 8 and 16 characters in length. If only one letter or number appears in a password, it cannot be in the first or last position (i.e. 'password1' is not allowed). The password is case-sensitive

and will have to be entered the same way each time you log onto the system. For security purposes, a series of dots will appear for the password entered.

Select one of the four challenge questions.

Enter your response to the challenge question. For security purposes, a series of dots will appear for the response entered.

To proceed, click on the “Continue” button. To terminate the process, click “Cancel Enrollment”. You will be given the option of exiting the system or going back to the previous screen to continue the process. To exit the system, click “Continue With Cancel”. To continue with your payment, click “Go Back”. If you choose to “Go Back”, you will need to re-enter your password, select a challenge a question, and create a response.

Review and confirm your enrollment information. If the information is correct, click on the “Complete Enrollment” button. If the information is not correct, click on “Modify” to make any changes.



Terms and Conditions

Enrollment Confirmation

Please verify the information you have entered. If all information is correct, click the "Complete Enrollment" button at the bottom of the page.

| Customer Information | |
|------------------------|------------------------------------|
| Email: | firstchoice@aol.com |
| Challenge Question: | What is the name of your hometown? |
| Modify | |

COMPLETE ENROLLMENT

Congratulations! You have successfully enrolled in the service. Click the “Print Confirmation” button to print the enrollment information for accessing the service in the future. Select one of the four actions listed:

- 1. “Add a Bank Account” allows the Florida Division of Workers' Compensation to debit your banking account as scheduled through the Penalty Payment Service.**
- 2. “Add a Credit Card” allows you to set up your Visa or Master Card account to be used for making payment.**
- 3. “View My Account/Make A Payment” allows you to view your billing data and/or make a payment.**
- 4. “Exit” logs you out of the penalty payment service.**

To Add a Bank Account:

Click on the blue “Add a Bank Account” link.

Enter your bank account information. From the drop down menu, select one of the four payment account types:

- a. Personal Checking Account**
- b. Personal Savings Account**
- c. Business Checking Account**
- d. Business Savings Account**



Account Summary

Payment History

Manage Profile

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Workers' Comp Home

Log Out

Bank Account Information

The following form allows Florida Division of Workers' Compensation to debit your banking account as scheduled through Penalty Payment Service. By completing this page, you are authorizing Florida Division of Workers' Compensation to debit your account as instructed.

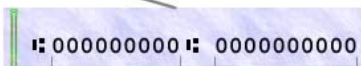
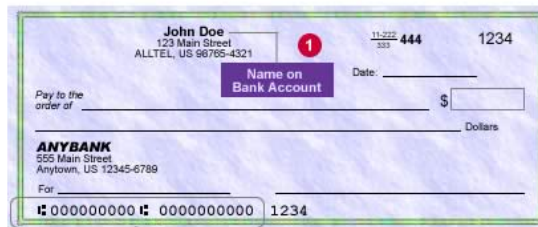
If you are unsure about the Account Numbers, please use the [illustration below](#) to assist you in finding them on your check.

For your protection, all data is stored in an encrypted state, and no access is available to any persons.

The Nickname field is a nickname given to your Payment Account (e.g. "My Checking" or "Joint Checking"). This is the name of the account you will see when you pay your bills.

| Banking Information | | |
|---|--|----------|
| * Type of Account: | Business Checking <input type="button" value="v"/> | |
| * Name On Account: | JOHN SMITH | |
| * Address1: | 10 OCEAN DRIVE | |
| Address2: | | |
| * City, State, Zip: | MIAMI BEACH | FL 33139 |
| * Country Code: | US <input type="button" value="v"/> | |
| * Routing Number (ABA): | 063000047 | |
| * Bank Account Number: | 1111111111 | |
| * Please Reenter the Bank Account Number: | 1111111111 | |
| * Nickname: | DWCDRY | |
| * indicates a required field | | |

Once you have entered your service selections, please select "Continue".
Otherwise, select "Cancel".

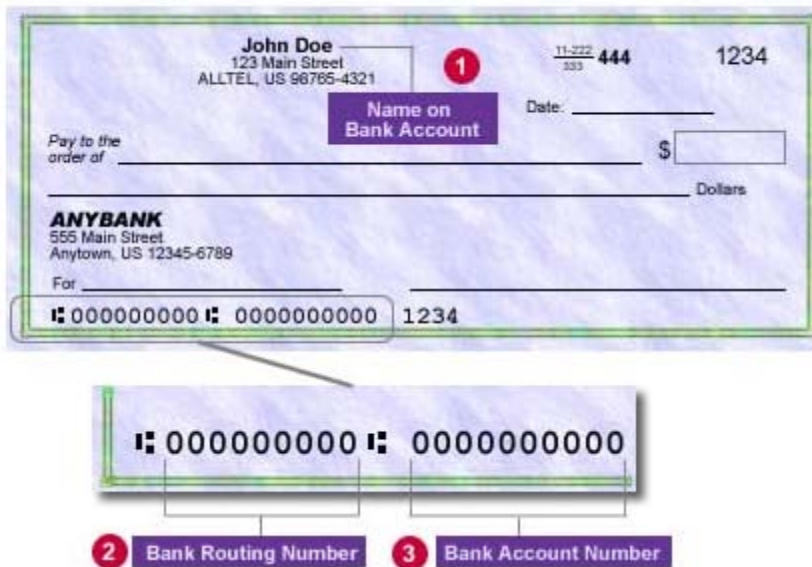


Enter the Name of the Bank Account that matches the payment account you have selected.

Enter the address of the bank account where statements are received. **Note:** enter the State with the 2 digit State abbreviation (ie, 'FL'). Do not spell the state out and do not use punctuation. For example, 'Florida' or 'Fl.' will not be accepted by the system.

Select the country from the dropdown list next to Country.

Enter the Bank Routing Number and Bank Account number where required. The bank routing number is the nine-digit number found on the bottom of your check between the two bank symbols. The bank account number is found on the bottom of your check after the nine-digit bank routing number.



Re-enter the Bank Account Number.

Enter the nickname you selected when setting up your user profile. This is the name of the account you will see on your statement.

Click on "Continue" to proceed with your payment. To terminate the process, click "Cancel".

Verify your bank information. If the information is correct, click on the "Confirm" button. If the information is not correct, click on the "Modify" button to make any changes.



Account Summary

Payment History

Manage Profile

Contact Us

Workers' Comp Home

Log Out

Banking Information

| New Payment Account Information | |
|---------------------------------|-----------------------|
| Payment Account Type: | Personal Checking |
| Name On Account: | JOHN SMITH |
| Address1: | 10 OCEAN DRIVE |
| Address2: | |
| City, State, Zip: | MIAMI BEACH, FL,33139 |
| Country Code: | US |
| Bank Name: | BANK OF AMERICA, NA |
| Routing Number (ABA): | 063000047 |
| Bank Account Number: | 1111111111 |
| Nickname: | DWCDRY |

If this information is correct, select "Confirm" to finalize this transaction;
otherwise, select "Modify" to make any required changes.

CONFIRM

MODIFY

Verify the bank information. A debit to an invalid bank account number will be returned by the bank, and applicable service fees will apply. Click on the “Modify” button to make any required changes. Click on the “Confirm” button to save the banking information.

Account Summary

Payment History

Manage Profile

Contact Us

Workers' Comp Home

Log Out

Banking Information Thank You

| New Payment Account Information | |
|---------------------------------|------------------------------|
| Date and Time: | Wed Apr 13 14:19:21 EDT 2011 |
| Payment Account Type: | Personal Checking |
| Name On Account: | JOHN SMITH |
| Address1: | 10 OCEAN DRIVE |
| Address2: | |
| City, State, Zip: | MIAMI BEACH, FL, 33139 |
| Country Code: | US |
| Bank Name: | BANK OF AMERICA, NA |
| Routing Number (ABA): | 063000047 |
| Bank Account Number: | 1111111111 |
| Nickname: | DWCDRY |

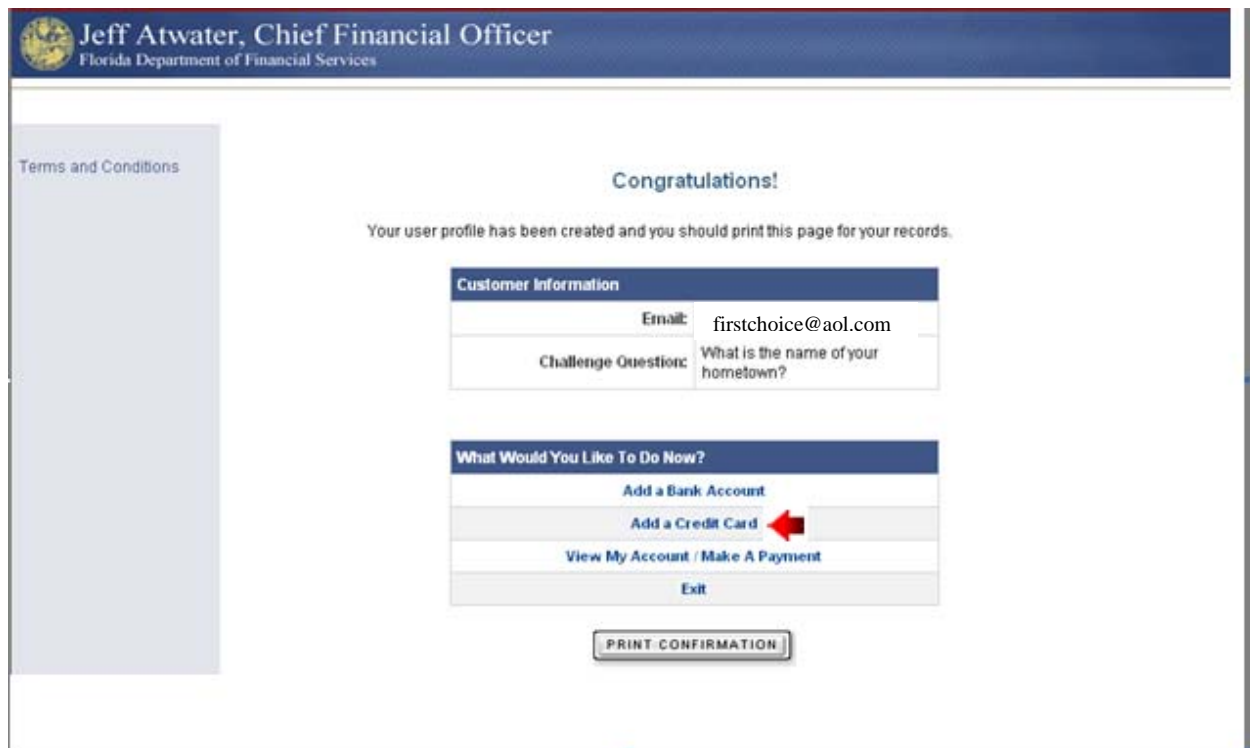
What Would You Like To Do Now?

| |
|--|
| Add a Bank Account |
| Add a Credit Card |
| View My Account / Make A Payment |
| Exit |

To log out of the system, click “Exit”.

To Add A Credit Card:

On the Congratulations page, select “Add A Credit Card”.



The next screen allows you to enter information about your credit card.



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Credit/Debit Card Payment Account Information

Please enter the following information related to your Credit/Debit card you have selected to make payments.

The Nickname field is a nickname given to your payment account (e.g. "My Credit Card" or "My Bank Card"). This is the name of the account you will see when paying your bills.

| Credit Card Information | | | |
|-------------------------------------|---|-----------------------------------|------------------------------------|
| * Payment Account Type: | <input type="text" value="Visa"/> | | |
| * Name On Account: | <input type="text" value="FIRST CHOICE"/> | | |
| * Address 1: | <input type="text" value="10 OCEAN DRIVE"/> | | |
| Address 2: | <input type="text"/> | | |
| * City, State/Province, Zip/Postal: | <input type="text" value="MIAMI"/> | <input type="text" value="FL"/> | <input type="text" value="33487"/> |
| * Country: | <input type="text" value="US"/> | | |
| * Credit Card Number: | <input type="text" value="4111111111111111"/> | | |
| * Please Reenter the Card Number: | <input type="text" value="4111111111111111"/> | | |
| * Expiration Date: | <input type="text" value="08"/> | <input type="text" value="2011"/> | |
| * Nickname: | <input type="text" value="FIRSTCHOICE"/> | | |
| * indicates a required field | | | |

Once you have entered your service selections, please select "Continue". Otherwise, select "Cancel".

Select Visa or Master Card from the dropdown list next to Payment Account Type.

In Name On Account field, enter the name from the credit card exactly as it is displayed on the card.

Enter the Address where your credit card statement is mailed. Note: enter the State as a 2 digit State abbreviation (ie, 'FL'). Do not spell the state out and do not use punctuation. For example, 'Florida' or 'Fl.' will not be accepted by the system.

Select the country from the dropdown list next to Country.

Enter the Credit Card Account Number.

Re-enter the Credit Card Account Number.

Select the Credit Card Expiration month and year from the dropdown list.

Click on the “Continue” button to confirm the payment information entered. Clicking on the “Cancel” button will terminate the setup.

Jeff Atwater, Chief Financial Officer
Florida Department of Financial Services

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Credit/Debit Card Information

| New Payment Account Information | |
|-----------------------------------|-----------------|
| Payment Account Type: | Visa |
| Name On Account: | FIRST CHOICE |
| Address1: | 10 OCEAN DRIVE |
| Address2: | |
| City, State/Province, Zip/Postal: | MIAMI, FL 33487 |
| Country: | US |
| Credit Card Number: | ****1111 |
| Expiration Date: | 8/2011 |
| Nickname: | FIRSTCHOICE |

If this information is correct, select "Confirm" to finalize this transaction; otherwise, select "Modify" to make any required changes.

Verify that all of the information is correct. Click on the “Confirm” button to finalize the information, or click the “Modify” button to make any required changes.

Click on the “Exit Service” button to return to the Penalty Payment Service home page.

To make a payment, click on “View My Account / Make a Payment”.

Account Summary

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Banking Information Thank You

| New Payment Account Information | |
|---------------------------------|------------------------------|
| Date and Time: | Wed Apr 13 14:19:21 EDT 2011 |
| Payment Account Type: | Personal Checking |
| Name On Account: | JOHN SMITH |
| Address1: | 10 OCEAN DRIVE |
| Address2: | |
| City, State, Zip: | MIAMI BEACH, FL, 33139 |
| Country Code: | US |
| Bank Name: | BANK OF AMERICA, NA |
| Routing Number (ABA): | 063000047 |
| Bank Account Number: | 1111111111 |
| Nickname: | DWCDRY |

| What Would You Like To Do Now? |
|--|
| Add a Bank Account |
| Add a Credit Card |
| View My Account / Make A Payment |
| Exit |

The payment amount and the payment due date is displayed on the Account Summary screen. The information cannot be modified. To proceed, click on the “Pay Now” button.

Note: The payment amount displayed includes all past due payments and the convenience fee.

Jeff Atwater, Chief Financial Officer
Florida Department of Financial Services

Account Summary

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Log Out

Account Summary

Below you will find your account summary table. For each account you have activated for the Remote Payments Online Service, you can view billing data and pay on the account.

| Invoice Number | Account Nickname | Total Amount to Pay | Due Date |
|--|------------------|---------------------|------------|
| C00033053 | FIRSTCHOICE | \$ 103.00 | 05/04/2011 |
| <input type="button" value="PAY NOW"/> | | | |

The Initiate Payment Screen displays the Total Penalty Assessed, the Outstanding Balance, the Penalty Payment Amount, the Convenience Fee, and the Total Amount to Pay. To initiate payment, click on “Pay Now”.

- Account Summary
- Payment History
- Manage Profile
- Contact Us
- Workers' Comp Home
- Log Out

Initiate Payment

To initiate a single payment against this account, proceed below.

| Invoice Number | Account Nickname | Total Amount to Pay | Due Date |
|--|------------------|---------------------|------------|
| C00033053 | FIRSTCHOICE | \$ 103.00 | 05/04/2011 |
| Employer Name: FIRST CHOICE FINISHING, INC. | | | |

| Remittance Information | |
|----------------------------------|-------------|
| * Total Penalty Assessed: | \$ 2,202.56 |
| * Outstanding Balance: | \$ 2,202.56 |
| * Penalty Payment Amount: | \$ 100.00 |
| * Convenience Fee: | \$ 3.00 |
| * indicates a required field | |

| Total Amount to Pay | Payment Date | |
|--|--------------|--|
| \$103.00 | 05/07/2011 | <input type="button" value="PAY NOW"/> |
| Payment Account: <input type="text" value="New Bank Account"/> | | |

Confirm your payment information. If the information is correct, click on the “Confirm” button to finalize your payment transaction. If the information is not correct, click on the “Modify” button to make any changes. To terminate the process, click “Cancel”.

- Account Summary
- Payment History
- Manage Profile
- Contact Us
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- Log Out

Scheduling your payment after it is due may result in late fees or other penalties.

Initiate Payment

Please confirm the Payment Amount, Payment Date, and the Payment Account to be used below.

| Invoice Number | Account Nickname | Total Amount to Pay | Due Date |
|------------------------------------|------------------|---------------------|------------|
| C00033053 | FIRSTCHOICE | \$ 103.00 | 05/04/2011 |
| Employer Name: FIRST CHOICE | | | |

| Payment Information | |
|-----------------------------------|------------------------------|
| Date and Time: | Sat May 07 15:14:35 EDT 2011 |
| Type of Account: | Visa |
| Name On Account: | FIRST CHOICE |
| Address1: | 10 OCEAN DRIVE |
| Address2: | |
| City, State/Province, Zip/Postal: | MIAMI, FL, 33487 |
| Country: | US |
| Credit Card Number: | ****1111 |
| Expiration Date: | 8/2011 |
| Payment Date: | 05/09/2011 |
| Total Payment: | 103.00 |

| Remittance Information | |
|-------------------------|-------------|
| Total Penalty Assessed: | \$ 2,202.56 |
| Outstanding Balance: | \$ 2,202.56 |
| Penalty Payment Amount: | \$ 100.00 |
| Convenience Fee: | \$ 3.00 |

If this information is correct, select "Confirm" to finalize this transaction; otherwise, select "Modify" to make any required changes.

You will receive a confirmation email within 24 hours of your payment. To obtain a copy for your records, click on the "Print Confirmation" button.


Exit out of the Online payment service.

RETURNING USER

You may access the Online Penalty Payment Service at www.myfloridacfo.com/wc and click on the Online Penalty Payment Service icon.



In the fields provided on the left side of the screen under the caption “Login”, enter your email address and password. To proceed, click on the “Log In” button.


**Jeff Atwater, Chief Financial Officer**
Florida Department of Financial Services

[Terms and Conditions](#)

Welcome to the Florida Division of Workers' Compensation Penalty Payment Service

The Florida Division of Workers' Compensation is pleased to offer this free service that allows you to submit your periodic penalty payment. It's easy and simple to set up. With this service, you can pay your penalty payment online, set up an automatic payment, and view payment history. First time users, please enroll by entering your invoice number and 5 digit zip code. Return users, please login by using your email address and password selected during the enrollment process.

Login

 **Email Address:**

Password:

[Forget your password?](#)

Enroll

Invoice Number:

Zip Code (5 digits):

Terms and Conditions Code:

[Click here to view Terms and Conditions.](#)

Enrollment signifies your acceptance of the Terms and Conditions.

The Account Summary Screen displays the Total Amount to Pay. To proceed, click on the “Pay Now” button.

**Jeff Atwater, Chief Financial Officer**
Florida Department of Financial Services

[Account Summary](#)

Account Summary

Below you will find your account summary table. For each account you have activated for the Remote Payments Online Service, you can view billing data and pay on the account.

| Invoice Number | Account Nickname | Total Amount to Pay | Due Date |
|--|------------------|---------------------|------------|
| C00033053 | FIRSTCHOICE | \$ 103.00 | 05/04/2011 |
| <input type="button" value="PAY NOW"/> | | | |

The Initiate Payment Screen displays the Total Penalty Assessed, the Outstanding Balance, the Convenience Fee, the Penalty Payment Amount, and the Total Amount to Pay. To initiate payment, select the Payment Account from the drop down list (Existing Bank Account, New Bank Account, Existing Credit Card, or New Credit Card). Click the “Pay Now” button.

Jeff Atwater, Chief Financial Officer
Florida Department of Financial Services

Account Summary

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Initiate Payment

To initiate a single payment against this account, proceed below.

| Invoice Number | Account Nickname | Total Amount to Pay | Due Date |
|------------------------------------|------------------|---------------------|------------|
| C00033053 | FIRSTCHOICE | \$ 103.00 | 05/04/2011 |
| Employer Name: FIRST CHOICE | | | |

| Remittance Information | |
|------------------------------|-------------|
| * Total Penalty Assessed: | \$ 2,202.56 |
| * Outstanding Balance: | \$ 2,202.56 |
| * Penalty Payment Amount: | \$ 100.00 |
| * Convenience Fee: | \$ 3.00 |
| * indicates a required field | |

| Total Amount to Pay | Payment Date | |
|---|--------------|--|
| \$103.00 | 05/10/2011 | <input type="button" value="PAY NOW"/> |
| Payment Account: New Bank Account ▼ | | |

Confirm your payment information. If the information is correct, click on the “Confirm” button to finalize your payment transaction. If the information is not correct, click on the “Modify” button to make any changes. To terminate the process, click “Cancel”. Clicking on the “Cancel” button will cancel this transaction and your payment will not be saved or processed.



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Scheduling your payment after it is due may result in late fees or other penalties.

Initiate Payment

This product can only process ACH transactions funded from within the US or its territories. If any portion of the money used in this payment came from a financial institution located outside of the US or its territories for the purpose of funding this payment, please do not proceed with the payment and contact customer service.

Please confirm the Payment Amount, Payment Date, and the Payment Account to be used below.

| Invoice Number | Account Nickname | Total Amount to Pay | Due Date |
|-----------------------------|------------------|---------------------|------------|
| C00033053 | FIRSTCHOICE | \$103.00 | 05/04/2011 |
| Employer Name: FIRST CHOICE | | | |

| Date and Time: | Tue May 10 10:17:13 EDT 2011 |
|-------------------------|------------------------------|
| Type of Account | Business Checking |
| Name On Account: | FIRST CHOICE |
| Address1 | 10 OCEAN DRIVE |
| Address2 | |
| City, State, Zip: | MIAMI, FL,33487 |
| Country Code: | US |
| Bank Name: | BANK OF AMERICA, NA |
| Routing Number (ABA): | ****0047 |
| Bank Account Number: | ****8608 |
| Payment Date: | 05/10/2011 |
| Total Payment: | \$ 103.00 |
| Remittance Information | |
| Total Penalty Assessed: | \$ 2,202.56 |
| Outstanding Balance: | \$ 2,202.56 |
| Penalty Payment Amount: | \$ 100.00 |
| Convenience Fee: | \$ 3.00 |

If this information is correct, select "Confirm" to finalize this transaction; otherwise, select "Modify" to make any required changes.

You will receive a confirmation email within 24 hours of your payment. To obtain a copy for your records, click on the "Print Confirmation" button.

Exit out of the Online payment service.

OTHER ONLINE PAYMENT SERVICE FEATURES

Upon logging in to the Penalty Payment Service, the following features may be accessed by clicking on the quick links located on the left side of the screen.

Jeff Atwater, Chief Financial Officer
 Florida Department of Financial Services

- Account Summary
- Payment History
- Manage Profile
- Contact Us
- Workers' Comp Home
- Log Out

Account Summary

Below you will find your account summary table. For each account you have activated for the Remote Payments Online Service, you can view billing data and pay on the account.

| Invoice Number | Account Nickname | Total Amount to Pay | Due Date |
|--|------------------|---------------------|------------|
| C00012143 | FINSPAIN | \$1919.66 | 03/07/2011 |
| <input type="button" value="PAY NOW"/> | | | |

ACCOUNT SUMMARY

For each Stop-Work Order or Order of Penalty Assessment you have activated in the Online Penalty Payment Service, you can view billing data and schedule payments.

- Account Summary
- Payment History
- Manage Profile
- Contact Us
- Workers' Comp Home
- Log Out

Account Summary

Below you will find your account summary table. For each account you have activated for the Remote Payments Online Service, you can view billing data and pay on the account.


| Invoice Number | Account Nickname | Total Amount to Pay | Due Date |
|--|------------------|---------------------|------------|
| C00032792 | 100KEY | \$376.88 | 03/07/2011 |
| <input type="button" value="PAY NOW"/> | | | |

| Invoice Number | Account Nickname | Total Amount to Pay | Due Date |
|--|------------------|---------------------|------------|
| C00028233 | A1AMER | \$1005.00 | 03/07/2011 |
| <input type="button" value="PAY NOW"/> | | | |

PAYMENT HISTORY

Payment History allows you to view payments made through the Online Penalty Payment Service within the past six months. It provides the payment confirmation number, the scheduled payment date, the payment status, and the total payment amount. The payment history can be downloaded or printed by selecting the appropriate button.

Note: Payments not made through the Online payment service will not be reflected in this Payment History. Please contact the Financial Accountability Section at 1 866 738-6297 to obtain a complete payment history.


Jeff Atwater, Chief Financial Officer
 Florida Department of Financial Services

Account Summary

Payment History ←

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Payment History

If you have multiple accounts, select the specific account history you want to see with the drop-down menu, then select "View".

FIRSTCHOICE C00033053
View

| History Criteria | |
|--------------------------|------------------------------|
| Invoice Number: | C00033053 |
| Account Nickname: | FIRSTCHOICE |
| Created: | Tue May 10 10:21:47 EDT 2011 |

Your payment history is below. You can Cancel a pending payment that you initiated, or you can View any payment to allow downloading or printing of the payment confirmation. You can Print this table of information by selecting "Print" below.

Status definitions are listed below as well. Amounts shown in red are credits.

| Confirmation Number | Scheduled Pay Date | Status | Total Debit | Payment Source | |
|---------------------|--------------------|-----------|-------------|--------------------|---|
| 917993 | 04/05/2011 | COMPLETED | \$376.88 | ePaybill - PAYMENT | View |

PENDING - These payments have been initiated or scheduled, but have yet to be sent through the payment system for execution. When a payment is set to be initiated, this status will appear.

COMPLETED - Once sent to the payment system, passing edits and verified as successfully submitted, a payment or credit is "completed." Returned payments are considered completed but will be noted as a reversal in the Payment Source column.

CANCELED - If the consumer or a CSR deletes a payment transaction, the payment detail will still be available, but now with a "canceled" status.

DOWNLOAD REPORT
PRINT

MANAGE PROFILE

There are 3 options available under **MANAGE PROFILE**:

1. BILLING ACCOUNTS:

Allows you to manage your employer penalty accounts. To add an employer penalty account you must have a separate invoice number. Click on the “Billing Accounts” button to view information about each penalty account.

Jeff Atwater, Chief Financial Officer
Florida Department of Financial Services

Manage Profile

BILLING ACCOUNTS

Manage data related to your active Billing Accounts and add new accounts, and set up and manage automatic payments.

PAYMENT ACCOUNTS

Manage data related to your active Payment Accounts and add new accounts.

CHANGE PERSONAL INFORMATION

Update log-on credentials and personal information collected at enrollment.

This screen allows you to schedule automatic payments from your payment account (“auto debit”), deactivate penalty accounts, and enroll additional penalty accounts.

To schedule payments automatically, click on the “Add” button in the Automatic Payment column next to the desired penalty account.

Jeff Atwater, Chief Financial Officer
Florida Department of Financial Services

Change Billing Account

| Invoice Number | Account Nickname | Automatic Payment | Account Status |
|----------------|------------------|-------------------|-----------------------------|
| C00033053 | FIRSTCHOICE | Off ADD | A DEACTIVATE ACCOUNT |


ENROLL ADDITIONAL ACCOUNT

In the Payment Schedule section, the due date cannot be modified. The automatic payment will be processed on the first bank business day of each month.

In the Payment Amount section, the amount due cannot be modified.

In the Select Funding section, select the desired payment account in the dropdown list which will be used to withdraw the payment from.

In the Payment Duration section, click on the calendar and select the date to suspend payments. This date should be one month after the last periodic payment is due. Click the “Continue” button to schedule automatic payments.

 **Jeff Atwater, Chief Financial Officer**
Florida Department of Financial Services

Account Summary

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Add Automatic Payment

Set up your ePaybill account to make your payments automatically! It's convenient and it's easy. Just select a payment account, a date when you would like the bill paid and a dollar amount to pay.

The payment is automatically scheduled based on the information you enter. If you select a new date option when modifying your automatic payment schedule, keep in mind that the change may result in multiple payments or no payments made this month.

Payment Schedule

| | |
|----------------------------------|--------------|
| <input checked="" type="radio"/> | On due date. |
|----------------------------------|--------------|

Payment Amount

| | |
|----------------------------------|------------|
| <input checked="" type="radio"/> | Amount Due |
|----------------------------------|------------|




Select Funding

➔

| | |
|--|--|
| | Payment Account: 2ND TEST ACCOUNT - ACH - XXXXXX 6789 |
|--|--|

Select payment duration. You can continue your payments until further notice or you can set an ending date. Payments will not be made after the date you specify.

Payment Duration

| | | | | |
|----------------------------------|--|--|---|--|
| <input type="radio"/> | Pay Until Further Notice. | | | |
| <input checked="" type="radio"/> | <table border="1" style="width: 100%;"><tr><td style="width: 30%; text-align: center;">02/06/2012</td><td style="text-align: center;"></td><td>Suspend Date. (Payments will not be scheduled after this date)</td></tr></table> | 02/06/2012 |  | Suspend Date. (Payments will not be scheduled after this date) |
| 02/06/2012 |  | Suspend Date. (Payments will not be scheduled after this date) | | |

➔

Remittance Information

| | |
|----------------------------------|-------------|
| * Total Penalty Assessed: | \$ 2,202.56 |
| * Outstanding Balance: | \$ 2,202.56 |
| * Penalty Payment Amount: | \$ 100.00 |
| * Convenience Fee: | \$ 3.00 |

* indicates a required field

Confirm the automatic payment information entered. If the information is correct, click on the “Confirm” button to schedule automatic payments. If the information is not correct, click on the “Modify” button to make any changes. To terminate the process, click “Cancel”.

- Account Summary
- Payment History
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- Contact Us
- Workers' Comp Home
- Log Out

□

Depending on your due date, your automatic payment may not be made until the next billing cycle. Even if you already made a payment in this billing cycle, another one may be made on or before your due date according to your automatic payment settings.

Add Automatic Payment Confirmation

Please verify the information you have entered. If all information is correct, click the "Confirm" button at the bottom of the page. Otherwise, select "Modify" to make any required changes.

| Invoice Number: C00033053 | |
|---|-----------------------|
| Employer Name: | FIRST CHOICE |
| Payment Schedule: | On Due Date |
| Payment Amount: | Amount Due |
| Payment Duration: | Pay until: 02/06/2012 |
| | |
| Type of Account: | Visa |
| Name on Account: | FIRST CHOICE |
| Address Line 1: | 10 OCEAN DRIVE |
| Address Line 2: | |
| City, State:Province, Zip/Postal | MIAMI, FL, 33487 |
| Country: | US |
| Credit Card Number: | ****4467 |
| Account Nickname: | FIRSTCHOICE |
| Remittance Information | |
| Total Penalty Assessed: | \$ 2,202.56 |
| Outstanding Balance: | \$ 2,202.56 |
| Penalty Payment Amount: | \$ 100.00 |
| Convenience Fee: | \$ 3.00 |

If the information is correct, click on the “Confirm” button to schedule automatic payments. If the information is not correct, click on the “Modify” button to make any changes. To terminate the process, click “Cancel”.

Print the Automatic Payment Confirmation page for your records.



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[Payment History](#)

[Manage Profile](#)

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[Log Out](#)

Depending on your due date, your automatic payment may not be made until the next billing cycle. Even if you already made a payment in this billing cycle, another one may be made on or before your due date according to your automatic payment settings.

Add Automatic Payment Confirmation

PRINT THIS PAGE FOR YOUR RECORDS

| Invoice Number: C00033053 | |
|---|-----------------------|
| Employer Name: | FIRST CHOICE |
| Payment Schedule: | On Due Date |
| Payment Amount: | Amount Due |
| Payment Duration: | Pay until: 02/06/2012 |
| Type of Account: | Visa |
| Name on Account: | FIRST CHOICE |
| Address Line 1: | 10 OCEAN DRIVE |
| Address Line 2: | |
| City, State/Province, Zip/Postal | MIAMI, FL, 33487 |
| Country: | US |
| Credit Card Number: | ****4467 |
| Expiration Date: | 7/2011 |
| Account Nickname: | FIRSTCHOICE |
| Remittance Information | |
| Total Penalty Assessed: | \$ 2,202.56 |
| Outstanding Balance: | \$ 2,202.56 |
| Penalty Payment Amount: | \$ 100.00 |
| Convenience Fee: | \$ 3.00 |

[PRINT CONFIRMATION](#)

[Return to Change Automatic Payments](#)

To change payment account information in Manage Profiles, click on the “Payment Accounts” button.

Manage Profile

BILLING ACCOUNTS
Manage data related to your active Billing Accounts and add new accounts, and set up and manage automatic payments.

PAYMENT ACCOUNTS ←
Manage data related to your active Payment Accounts and add new accounts.

CHANGE PERSONAL INFORMATION
Update log-on credentials and personal information collected at enrollment.

2. PAYMENT ACCOUNTS:

Payment accounts (bank account or credit card account) may be modified or deleted, or new payment accounts may be added by clicking on the appropriate button.

Change Payment Account Information

Below you will find your registered payment account(s). Click the appropriate button to modify or delete an account, or select a payment account type to add an account.

| Funding Account Nickname | Payment Account | Payment Account Status | | |
|--------------------------|-----------------|------------------------|---------------|---------------|
| FIRSTCHOICE | ****4467 | Active | MODIFY | DELETE |

Add Payment Account

NEW: **CHECKING OR SAVINGS** **CREDIT CARD**

3. CHANGE PERSONAL INFORMATION:

To change personal information such as your email address, password, and challenge question/answer, in Manage Profiles, click on the “Payment Accounts” button.

The screenshot shows a user interface for 'Manage Profile' under the name of Jeff Atwater, Chief Financial Officer of the Florida Department of Financial Services. On the left is a navigation menu with options: Account Summary, Payment History, Manage Profile, Contact Us, Workers' Comp Home, and Log Out. The main content area is titled 'Manage Profile' and contains three sections:

- BILLING ACCOUNTS**: Manage data related to your active Billing Accounts and add new accounts, and set up and manage automatic payments.
- PAYMENT ACCOUNTS**: Manage data related to your active Payment Accounts and add new accounts.
- CHANGE PERSONAL INFORMATION**: Update log-on credentials and personal information collected at enrollment. A red arrow points to this button.

Modify the appropriate information to be changed and click on the “Continue” button. To cancel the enrollment service, click on the “Cancel Enrollment” button. To cancel any changes made to the contact information, click on the “Cancel” button, which will return you to the Profile Information page.

Note: in order to update your mailing address with the Division of Workers’ Compensation, you must contact the Financial Accountability Section at WC_FAS@MyFloridaCFO.com or 1-866-738-6297.



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Log Out

Change Personal Information

Please use this page to update your personal information for your Penalty Payment Service account. You will need to contact customer service directly to make any changes to your Florida Division of Workers' Compensation account.

Your Email Address will be used to log in to the system. The password you select must contain both alpha and numeric characters and be at least 8 characters in length. If only one letter or number appears in a password, it cannot be in the first or last position (i.e. 'password1' is not allowed). The password is case-sensitive and special characters are not allowed.

| Customer Contact Information | |
|------------------------------|---|
| Employer Name: | <input type="text" value="FIRST CHOICE"/> |
| Address Line 1 | <input type="text" value="10 OCEAN"/> |
| Address Line 2 | <input type="text"/> |
| Customer City: | <input type="text" value="MIAMI"/> |
| Customer State/Province: | <input type="text" value="FL"/> |
| Customer Zip/Postal: | <input type="text" value="33487"/> |
| Country: | <input type="text" value="USA"/> |

| Customer Information | |
|----------------------------|---|
| Email Address: | <input type="text" value="firstchoice@aol.com"/> |
| New Email Address: | <input type="text" value="firstchoice@aol.com"/> |
| Re-enter Email Address: | <input type="text" value="firstchoice@aol.com"/> |
| New Password: | <input type="password" value="••••••••"/> |
| Re-Enter New Password: | <input type="password" value="••••••••"/> |
| Challenge Question: | What is the name of your hometown? |
| New Challenge Question: | <input type="text" value="What is the name of your hometown?"/> |
| New Challenge Answer: | <input type="password" value="••••••••"/> |
| Re-Enter Challenge Answer: | <input type="password" value="••••~•••"/> |
| Cancel Enrollment: | <input type="button" value="CANCEL ENROLLMENT"/> |

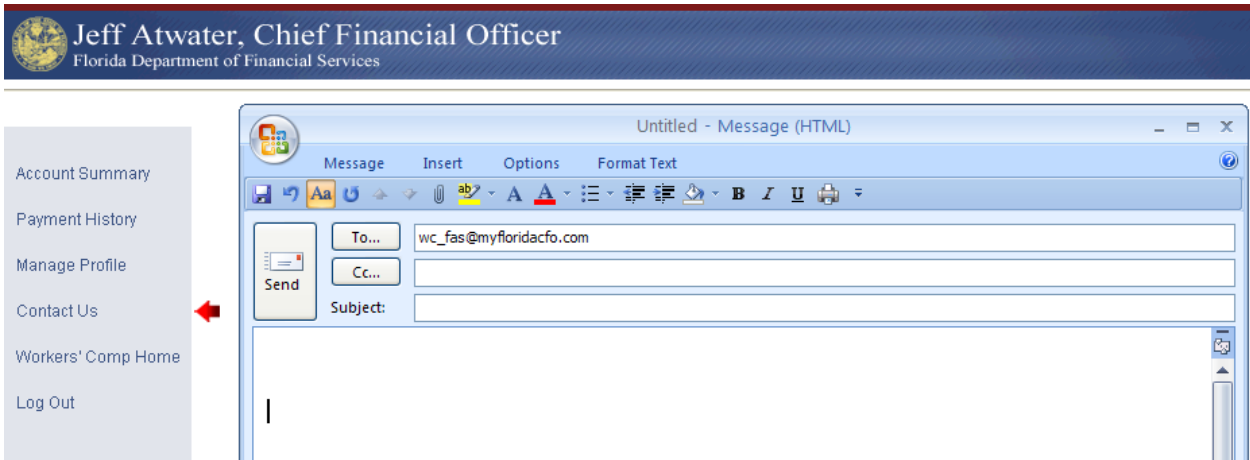
Once you have entered your personal information, please select "Continue".
Otherwise, select "Cancel" to return to the Profile Information page.

| | |
|---|---------------------------------------|
| <input type="button" value="CONTINUE"/> | <input type="button" value="CANCEL"/> |
|---|---------------------------------------|

Contact Us:

This option opens the Microsoft Outlook message dialogue box. You may send an email inquiry to the Division of Workers' Compensation, Bureau of Compliance, Financial Accountability Section.

Please include the name of the business, the Stop-Work Order or Order of Penalty Assessment reference number, or Invoice Number in the Subject line of the email in order to assist you in a timely manner.



WORKERS' COMP HOME:

This option exits you out of the Penalty Payment Service, and redirects you to the Florida Division of Workers' Compensation home page.



FREQUENTLY ASKED QUESTIONS

How do I access the Online Penalty Payment Service?

Go to <http://www.myfloridacfo.com/WC/> and click on the “Online Penalty Payment Service” icon.

Jeff Atwater, Chief Financial Officer
Florida Department of Financial Services

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DWC 250 EXEMPTION APPLICATION | **Proof of Coverage DATABASE Exemptions** | **ONLINE PENALTY PAYMENT SERVICE** | **Report Suspected Workers' Comp Non-Compliance** | **DWC e-Alert** Sign up to receive e-mail notifications

I forgot my password. How can I access the system?

When you enrolled in the system, you were prompted to select a challenge question and response.

- At the login screen, click on “Forget Your Password?”
- Enter the email address you provided during enrollment and click on “Submit”
- Your challenge question will appear. Enter the response you provided during enrollment and click “Submit”
- A temporary password will be sent to your email address.
- Click on “Continue” to return to the login screen.
- After logging in with the temporary password, you will be prompted to create a new password. The password you select must contain both alpha and numeric characters and be between 8 and 16 characters in length. If only one letter or number appears in a password, it cannot be in the first or last position (i.e. 'password1' is not allowed). The password is case-sensitive and will have to be entered the same way each time you log onto the system.

- *Or, you may contact the Financial Accountability Section at **WC_FAS@MyFloridaCFO.com** or by calling **1 866 738-6297**.*

Can I make my payments with a credit or debit card?

Yes. Visa and Master Card are accepted.

Is there a charge for using this service?

Yes. There is a nominal fee charged for each payment transaction. The Convenience Fee will be clearly labeled as such prior to submitting a payment.

The amount due is different from what I think I have to pay.

A convenience fee is added to each payment amount. Additionally, in the event you missed a monthly payment, the amount due will accumulate.

Contact the Financial Accountability Section at

WC_FAS@MyFloridaCFO.com or **1-866-738-6297** to verify your total payment amount due.

I forgot to make a payment last month; can I still make a payment Online?

Yes. You can still make a payment. The current amount due will include all past due payments, plus a convenience fee.

Can I make more than one payment a day?

The system will only process one payment for any 24-hour period.

Will the payment history show all the payments I made?

Payment history will only show those payments made Online within the past six months. Contact the Financial Accountability Section at

WC_FAS@MyFloridaCFO.com or **1-866-738-6297** to obtain a complete payment history.

Can I pay more than the actual payment amount due?

Yes. Contact the Financial Accountability Section at

WC_FAS@MyFloridaCFO.com or **1-866-738-6297** to make arrangements.

Why can't I log onto the system?

Possible errors include:

- *Incorrect Invoice Number and/or Zip Code. The Invoice Number must begin with a capital "C".*
- *Incorrect email address*

- *System is down for periodic maintenance.*

Why doesn't the system process my payment?

Possible user errors include:

- *A required field was left blank*
- *Invalid payment account information entered*
- *Insufficient funds*

*Contact the Financial Accountability Section at **WC_FAS@MyFloridaCFO.com** or **1-866-738-6297** if an error or problem persists.*

What is the error message "Page Cannot be Displayed"?

Occasionally, the error message "Page Cannot be Displayed" will be received. This is caused by lost connectivity from the computer to the web server. If this happens, any information entered will not be saved and will need to be reentered.

I paid my penalty in full using the One Time Penalty Payment Service. How do I obtain a release of my stop-work order?

*Contact the Division of Workers' Compensation investigator who issued the stop-work order and provide evidence of workers' compensation coverage. If you do not know the name of the investigator, contact the Financial Accountability Section at **WC_FAS@MyFloridaCFO.com** or **1-866-738-6297**.*

May I use the Online payment system to change my mailing address with the Division of Workers' Compensation?

*No. In order to update your mailing address, you must contact the Financial Accountability Section at **WC_FAS@MyFloridaCFO.com** or **1-866-738-6297**.*

My penalty has been referred to a collection agency. May I use the Online payment system to pay my debt?

*No. Please contact the Financial Accountability Section at **WC_FAS@MyFloridaCFO.com** or **1-866-738-6297** for further instructions.*

Must I enter into a Payment Agreement Schedule for Periodic Payment in order to make monthly installment payments?

Yes. Contact the Division of Workers' Compensation investigator to enter into the Agreement.

How do I quickly navigate through the Penalty Payment Service after I have enrolled?

Once you have enrolled in the Online Penalty Payment Service located at <https://payments.bankofamerica.com/epaybill/StartAction.do?wcpenalty>, refer to the Quick Access Guide below to navigate to a specific option:

Account Summary:

- View Penalty Account summary information
- Make a Payment
- View, Cancel, or Modify Automatic Payment
- Make an Additional Payment

Payment History:

- View last 6 months of online payment history per Invoice Number
- Download a report or Print payment history

Manage Profile:

Billing Accounts:

- Add, Cancel, or Modify an Automatic Payment
- Deactivate an Employer Penalty Account
- Enroll an additional Employer Penalty Account

Payment Accounts:

- Add, Change, or Delete a Checking or Savings or Credit Card Account

Change Personal Information:

- Change Email Address
- Change Password
- Change Challenge Question/Answer
- Cancel/Deactivate Enrollment

Contact Us:

- Send an email to the Division of Workers' Compensation Financial Accountability Section.

Workers' Comp Home:

- Exit the Online Penalty Payment Service and access the Division of Workers' Compensation Home Page

Log Out:

- Exit the Online Penalty Payment Service