



# 3 easy ways to pay your bill

A pest-free home isn't the only thing that makes life better...

In an effort to provide you with an outstanding customer experience, Bug Out offers three convenient options for paying your bill: Online Bill Pay, Automated Phone Payment, and Speak to Customer Service.

When you set up an online bill pay account, you can access our NEW Self-Service Portal, which provides you with 24/7 access to features such as “view your appointments,” “view your latest service report,” and “online bill pay.”

## 1. Online Bill Pay (Self-Service Portal)

- Go to [bugoutservice.com](http://bugoutservice.com)
- Click “My Account”
- Click “Register Me”
- Create an account. Enter the email address on your account and create a password. A verification email will be sent to the email address you entered.
- Click “Verify Account,” then Sign In using your email and password.

## 2. Automated Phone Payment

- Use our Integrated Voice Recognition system
- Call 877-284-6881
- You will need your account number, zip code, and invoice number

## 3. Customer Service

- Our Customer Service Representatives are here to help
- You can make full or partial payments on your invoice
- Call 877-284-6881 for assistance

## Frequently Asked Questions

**I receive mailed invoices but prefer paperless.**

**Do you offer paperless billing?**

Yes, we do offer paperless billing. If you prefer paperless, and want to switch over, please contact us and request it so we can start the process.

**What methods of payment do you accept?**

We take all credit cards: Amex, Visa, Mastercard and Discover. Payments can also be automatically withdrawn from your banking account.

**Can I pay by check?**

Yes, you can pay by check, but application of payment may be delayed by 7-10 days. Please send your check to ATTN: Accounts Receivable, PO Box 740608, Cincinnati, OH 45274-0608. For the most expedient processing, please include your customer number and invoice number in the memo line of your check.

**Can I receive a copy of my invoices online?**

Yes, you can! We keep a record within the portal where you can see your open invoice(s) and payment history.

**I have multiple properties/services, but get billed for them all separately. Can I get one master invoice?**

Yes, we are able to merge your invoices together, as long as they all share the same billing address.

**What if I don't have an email address already registered to my account?**

Please call 877-284-6881 to speak to a Customer Service Representative who will gladly help to get you registered.

Questions? Call us at 877.284.6881

