



FAQ for Policyholders

What is ParallelPay™?

ParallelPay™ is Eastern Alliance Insurance Group's premium payroll deduction billing program. This billing program calculates your workers' compensation premium based off of your actual payrolls. The program requires the receipt of your payroll census information each time payroll is run.

Do I need a payroll company to participate in the ParallelPay™ program?

No. While many payroll companies can assist with reporting payroll census information to ParallelPay™, we have built our program to also accept these payroll reports from policyholders directly.

Who is responsible for sending payroll census information to ParallelPay™ processing?

Ultimately, it is the policyholder's responsibility to report payroll census information to ParallelPay™. If you are working with a payroll provider, we will work diligently with them to receive the payroll census information. However, in the event the payroll company cannot or will not provide the information, ParallelPay™ will look to receive the information from you directly.

What is the frequency of reporting payroll census information?

Payroll census information must be received by ParallelPay™ each and every time payroll is run. ParallelPay™ will calculate the appropriate workers' compensation premium for the pay period from the reported payroll and deduct the premium from your bank account. You will receive a notification of the amount to be debited from your account from ParallelPay™ before the transaction takes place.

How am I able to report my company's payroll census information?

Either you or your payroll service provider can report payroll census information to ParallelPay™ through one of three methods:

1. Email report to ParallelPay™
2. Upload a report to the ParallelPay™ Web site (the Web site offers a template to download/upload)
3. Manually key information into the ParallelPay™ Web site (your information is saved from week to week)