

Bill Payer Questions & Answers

What is Bill Payer?

CenterState Bank's Bill Payer service is the fast, easy and secure way to pay and manage your bills online.

How does Bill Payer Work?

By using CenterState Bank's Bill Payer service, you can schedule your bills to be paid at a specific time each month. As long as there are available funds in your checking account, your account will be automatically debited for the bills you select to be paid.

How do I get started with Bill Payer?

If you already use CenterState Bank's Online Banking, just log in and click the "Pay Bills" tab and accept the Disclosure to get signed up.

If you are not currently using CenterState Bank's Online Banking system, you will need to register using your account number and personal information (such as SSN, birthday, etc). You will then be asked to set up a username and password.

How much does Bill Payer cost?

CenterState Bank's Bill Payer is a standard service that is free to all CenterState Bank Online Banking customers. Expedited payments area also available, but fees may apply.

How secure is Bill Payer?

We know there is nothing more important to our customers than knowing that their transactions are private and secure (review our Privacy Policy for more information). CenterState Bank uses the latest in advanced technology to protect your account information through layers of security. Please update your browser to the latest version available to ensure Online Banking and Bill Payer services go through successfully.

What are eBills?

e-Bills are an extension of bill payer which allows your bills to come directly to your Online banking account. Just like accessing your account from the payee's home site, you'll see not only the bill and due date, but you can choose to pay the minimum balance, the entire balance, or another amount.

How do I set up eBills?

If a payee is eligible to be enrolled in e-Bills, then you will see an "Enroll" icon under their name in the Payment Center. To enroll in e-Bills, you must have an online relationship with that payee ahead of time. Select the "Enroll" icon and you have the ability to enter your login information for the payee's home site. This information connects your billing account with the payee to your online banking account.

What if I have questions or problems?

If your questions are account or transaction related, please contact your local branch. You may also email us at customerservice@centerstatebank.com. But remember that account numbers should not be included in e-mail correspondence. CenterState Bank is unable to provide support for the installation of your computer's hardware or software; nor is CenterState Bank liable for any technical support it does provide. If you have additional questions regarding your hardware or software, we recommend consulting your user's manuals or contacting the manufacturer of your hardware or software.

Can't find what you are looking for? Contact CenterState Bank's Customer Care Team at:

Email - customerservice@centerstatebank.com

Online Banking/e-Services/Customer Service (Mon-Fri 7 am - 6 pm) - 855-863-2265

Online Banking (Consumer) - After Hours - 800-786-7749