

BILL XPERT™

FAQ

HOW DOES BILL XPERT WORK?

It's simple: members upload a bill, and we renegotiate lower rates with their provider. We know who to talk to and what to say to achieve the best deals available.

WHAT BILLS CAN YOU LOWER?

We can lower almost any recurring bill by negotiating better rates! The most common bills where we find savings include: cable, phone, internet, satellite (television and radio), pest control, and home security/alarm services. We also offer a service that lowers energy prices by automatically switching to cost-competitive plans in Connecticut, Illinois, Massachusetts, Maryland, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, and Texas.

HOW OFTEN DO YOU FIND SAVINGS?

We are able to save money on 80% of bills. If we can't lower the price, members owe us no fees and can walk away knowing they already have a great rate.

WILL YOU CHANGE MY CURRENT SERVICE OR PLAN?

We work hard to get members a better price for their exact service. Sometimes, we are even able to achieve an upgrade or add-on for the same or lower price! Occasionally, we may reach out with an opportunity to further lower a bill that includes a downgrade or change in service, but we would never do this without consulting with a member first!

WHAT IS THE COST & HOW DO I PAY YOU?

There is no cost for our service unless we reduce your bill. There is absolutely no risk! As soon as we finish negotiations, we will let you know your new lower rate. Then we split the savings right down the middle – 50/50. You will be billed for half of the savings as you accrue the rest. Or, you can take advantage of any available pay-in-full discounts.

WHAT HAPPENS IF A MEMBER MOVES OR CANCELS SERVICE AFTER FINDING SAVINGS?

We only charge members for the savings they receive. If you move or cancel a service before the savings period is up, you just need to let us know, and we will stop billing.

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IS THIS A HASSLE?

Nope! Our main objective is to give members a hassle-free life! Simply upload your bills, answer a few questions, and we will take it from there. You will receive automatic savings without the headache! We will call your providers on your behalf, and you will only hear from us after negotiations or if we have an offer that involves any changes to your account.

HOW LONG DO NEGOTIATIONS TAKE ?

We usually negotiate a bill within a week of it being uploaded to our system. Providing complete and accurate information speeds up the process. Savings typically go into effect in the next billing cycle. Members can track the status of each bill submitted through their online account. We will keep you informed every step of the way!

CAN YOU NEGOTIATE PAST DUE BILLS?

Unfortunately, this is not part of our service. We can occasionally remedy small problems from the past during our negotiations (for example, if a member has been charged for equipment they never received), but we focus our efforts on saving money on future bills.

IS MEMBER INFORMATION SECURE?

Absolutely. Personal information is protected by secure encryption, and we only use members' information to negotiate with their providers on their behalf. We will never share, rent or sell personal information. Privacy is of utmost importance to us; we treat your personal details as if they were our own.

ARE THERE ANY BILLS YOU WON'T NEGOTIATE?

We are always looking to expand our offerings, but currently, we are not able to negotiate the following bills: natural gas, medical and insurance, credit cards, mortgage and rent payments, debt services, legal fees, or car payments.