Billing FAQs

I'd like to pay my Retirement Plan Administration or Health Benefits invoice(s). What methods of payment you accept?

Check:

- Please make checks payable to "Sentinel Benefits Group Inc." and mail directly to 100 Quannapowitt Parkway, Suite 300, Wakefield, MA 01880

Wire:

- Bank of America – New York, NY
- Account Name: Sentinel Benefits Group Inc
- Bank Account #:004834475069
- Wire ABA #: 026009593

ACH:

- Bank of America – New York, NY.
- Account Name: Sentinel Benefits Group Inc
- Bank Account #:004834475069
- ACH ABA #: 021000322

I'd like to pay my Advisory Services invoice(s). What methods of payment you accept?

Check:

- Please make checks payable to "Sentinel Pension Advisors" and mail directly to 100 Quannapowitt Parkway, Suite 300, Wakefield, MA 01880

Wire:

- Bank of America – New York, NY
- Account Name: Sentinel Pension Advisors
- Bank Account #:004834475085
- Wire ABA #: 026009593

ACH:

- Bank of America – New York, NY.
- Account Name: Sentinel Pension Advisors
- Bank Account #:004834475085
- ACH ABA #: 021000322

Can I pay my invoice via credit card?

We do accept credit card payments via secure email or by phone. Please contact (SBGI-Financeteam@sentinelgroup.com) or call our Finance Department at 781-914-1200 if you have any questions.

Important notes:

- Since the Covid-19 pandemic, we have seen more clients opt into using automated payables vendors (i.e. Bill.com, etc.) to make virtual credit card payments. We do accept this method of payment, we just ask that you register our Finance team e-mail for the recipient address (SBGI-FinanceTeam@Sentinelgroup.com)
- At this time we do not have the ability for clients to pay invoices online – we apologize for any inconvenience

Is there any way to set up my invoices to be paid automatically?

Yes. We have the ability to automatically deduct payments from a verified checking account the same day the invoices post via our "Auto-ACH" setup. Please fill out the applicable form below and e-mail back to your Plan Consultant, Account Manager, or Plan Advisor, or directly to SBGI-Financeteam@sentinelgroup.com.

Retirement Plan Debit Authorization Agreement 📎
Health Plan Debit Authorization Agreement 📎

I've sent my invoice payment via ACH/Wire. Why is my invoice still showing as unpaid on the employer portal?

ACH payments take up to 2 business days to transfer. Wire payments take 1 business day to transfer. Once we receive the payment we ask for an additional 2 business days to process your payment and apply the funds. The employer portal will update the next day after processing.

I've sent my invoice payment via check. Why is my invoice still showing as unpaid on the employer portal?

The US postal service in under immense delays. They have made claims that standard postage no longer receives the "fastest service". You do have the option to pay for the higher postage rates to "expedite" but that does not guarantee faster processing. We make weekly check deposits on Thursdays *(Holiday weeks are an exception)* and ask for 3 business days after deposit for your payment to be applied. The employer portal will update the next day after processing.

I've made my invoice payment via credit card. Why is my invoice still showing as unpaid on the employer portal?

We use a third party vendor to process all of our credit card invoice payments. All credit card payments are processed the day they are received but those payments are only applied twice a week due to the timing of reporting provided by our vendor. The employer portal will update the next day after processing. (For additional information about making a credit care payment, please see *Can I pay my invoice via credit card?* .)

How are invoices delivered?

We utilize an entirely electronic delivery system for invoices. We do not physically mail invoices as all invoices are e-mailed directly from our billing e-mail account (Billing@Sentinelgroup.com).

Important notes:

- If you are not receiving e-mails please contact your IT Department or Firewall manager and make sure our e-mail has been "whitelisted"
- Once an invoice is posted and e-mailed, it is also available for viewing on the employer portal

I would like to update my billing contact/e-mail address on file. How do I go about that?

To update any of your billing contacts, please reach out your Plan Consultant, Account Manager, or Plan Advisor, or directly to SBGI-Financeteam@sentinelgroup.com. Please note that our system allows for only ONE Primary Billing Contact per plan. This contact will be the name physically printed on the invoice and the main recipient of our e-mail. We can add as many Additional Billing Contacts as you'd like to be CC'd on all outgoing invoice e-mails.

How can I acquire a W9 for your company?

Our W9's can be found below. If you're having trouble please reach out to SBGI-Financeteam@sentinelgroup.com.

Sentinel Benefits Group, LLC
Sentinel Benefits Group, Inc.
Sentinel Pension Advisors

I have plan specific questions related to my invoice (i.e. participant inquiry, explanation of services). Who can I speak with about this?

For any plan specific question please reach out your Plan Consultant, Account Manager, or Plan Advisor directly.

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