

What is Bill Pay?

Bill Pay is an online bill payment service that allows you to simply and conveniently pay a business or person within the United States. You determine who you want to pay and when you want to make the payment.

What can I do with Bill Pay?

Some of the features available are:

- Pay anyone, anytime, anywhere from the comfort of your own computer or your smartphone.
- Set up one time or recurring automatic payments.
- Send someone a gift check.
- Transfer funds to an account in your name at another Financial Institution.
- Schedule e-Notifications to receive payment reminders and notifications.

How much does Bill Pay cost?

Bill Pay is free to members. Certain additional features may be charged a nominal fee.

What are the advantages of using Bill Pay?

- It's easy to use – Bill Pay is easy to set up and use.
- Save time and stay organized – No more mailing payments and buying stamps. No need to maintain separate user ID for each business you need to pay.
- Gain peace of mind – You can schedule payments in advance so you won't have to worry about payments when traveling. Bill payment reminders are also available to help remind you of payments due and payment made.
- Helps the environment and saves paper – No checks to write and mail means you are doing your part to help the environment.

How can I enroll in Bill Pay?

Members can call Member Services at 1-866-859-5848 for more information and an application. After receipt of your signed application, it can take up to 4 business days before your account is active for Bill Pay.

How will I know when my account is activated?

You will receive a welcome email informing you that Bill Pay is activated on your account.

How do I access Bill Pay?

You will be able to access Bill Pay through your account online with FlexTeller.

Is there a limit on the number of payees I may add?

There is no limit on the number of payees that you may set up for payments. Payments can be made to both businesses and individuals located in the United States.

Is there a limit on the amount of payments I can make in one day?

While there is not limit on the number of payments that you can schedule for any one day, the maximum dollar amount of a single payment cannot exceed \$2,000.00, and a total maximum daily transaction limit of \$5,000.00 in any one given day.

What happens if I have a scheduled payment that falls over a weekend or holiday?

Payments may not be scheduled for weekends or Federal holidays. When setting up your payment, you must schedule you payment for a date that falls prior to your payment due date in order for the payment to be received on time. Any scheduled recurring payments will be paid on the last available business day prior to the scheduled due date.

Can I cancel a payment that has already been scheduled?

To cancel a bill payment that you have already scheduled, you must cancel the payment online prior to 5:00 pm the day before your scheduled due date.

Can I place a stop payment on an electronic payment or can I delete the electronic item once it has been submitted?

No, once an electronic item is submitted, it will be processed. We cannot place a stop payment on electronic items after the item has been processed. To pursue a refund, you must contact the payee as soon as possible.

When will the money be taken out of my account?

Payments will be deducted from your account on the scheduled due date.