

NEW – Bill Pay Conversion: Frequently Asked Questions

Will I be able to have access to my current bill pay information after October 1st?

No. You will no longer have access to the current bill pay as of October 1, 2020. As a reminder, you should retrieve and gather all information from your current bill pay in order to be fully prepared to re-enroll in the new bill pay system.

Will I be automatically re-enrolled into the new bill pay?

No, your existing information will not carry over into the new bill pay system. You will need to manually re-enroll into the new bill pay system on or after October 1, 2020.

How do I retrieve and Gather my existing bill pay information from Bill Pay?

To retrieve your existing bill pay information, follow the steps detailed below:

1. Log on to online banking
2. Click on “Services” Tab



3. Click on “Bill Pay” Tab, to get into bill pay

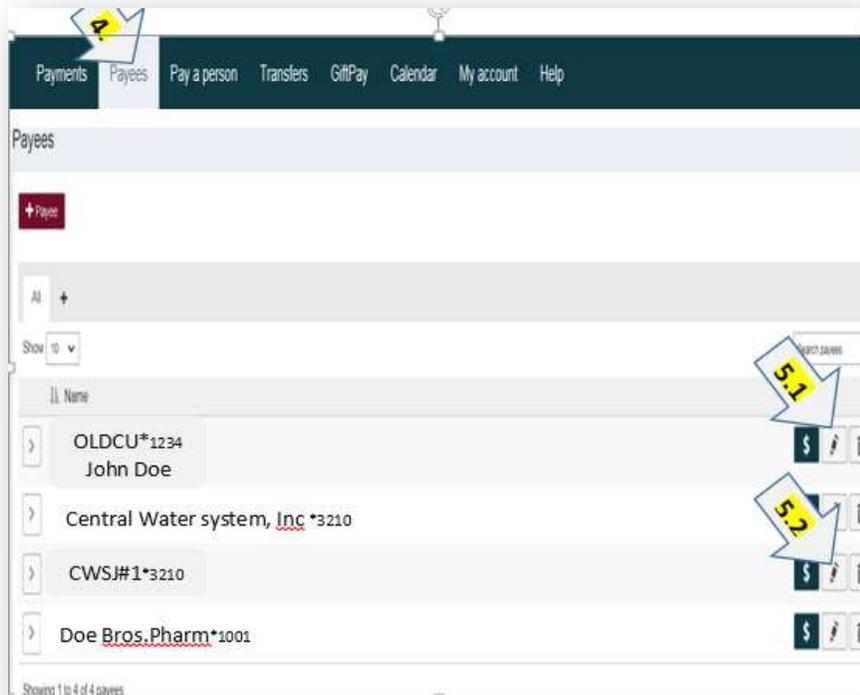


4. Click on “Payees” Tab to access a list of all **Payees**

(Please note that the payee account numbers are masked for security purposes. Contact the company directly to get your full account number)

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5. Click on the “Edit” icon [Pencil] of each payee account to reveal more details



6. [5.1] A draft payment account is shown below:

The screenshot shows the 'Edit payee' form in a bill pay system. The form has a dark green header with navigation links: Payments, Payees, Pay a person, Transfers, GiftPay, Calendar, My account, and Help. Below the header, there is a search bar and a '+ Payee' button. The main content area displays the 'Edit payee' form. The form has a title 'Edit payee' and a yellow callout box labeled '5.1' pointing to it. The form contains the following fields: Payee name (JOHN DOE), Payee phone number (713)600-0101, Payee nickname (OLDUCU), Payee account number (*1234), Payee routing number (311105933), Payee account type (Checking), Default pay from (Doe), and Category (Unassigned). At the bottom, there is a checkbox labeled 'I would like to delete this payee'.

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7. [5.2] An ACH/Electronic payment account is shown below:

5.2 required field
Payee name *

Payee phone number (713)600-0101

Address you use to send payments:

Address * P.O. BOX 70

Address line2

City * Houston

State * TX

Zip code * 77044

Payee nickname * CWSJ#1

Payee account number * *3210

Default pay from * Doe

Category Unassigned

Add new category

Name on bill John Doe/will J Smith

(Name as it appears on the bill)

I would like to delete this payee

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How do I know if I have a recurring payment?

To check if you have recurring payments, follow the steps detailed below:

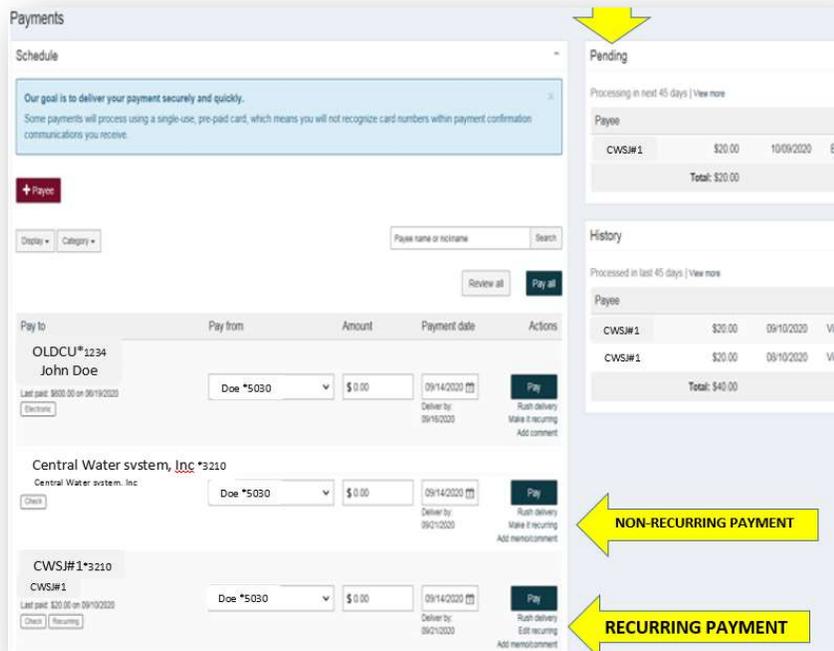
1. Log on to online banking
2. Click on “Services” Tab;



3. Click on “Bill Pay” Tab, to get into bill pay;



4. Click on “Payments” Tab to access scheduled payments



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5. If a payee account is already scheduled to recur, it will state “**edit recurring**” below the “Pay” button

The screenshot displays the 'Payments' section of a bill pay platform. It features a 'Schedule' tab with a table of upcoming payments. The table has columns for 'Pay to', 'Pay from', 'Amount', 'Payment date', and 'Actions'. Three payments are listed: 'OLDCU*1234 John Doe' (due 09/14/2020), 'Central Water system, Inc.' (due 09/14/2020), and 'CWS#1' (due 09/14/2020). The 'CWS#1' payment is marked as a recurring payment. To the right, there are 'Pending' and 'History' sections showing processed payments. A yellow arrow points to the 'Pending' section. Another yellow arrow points to the 'NON-RECURRING PAYMENT' label for the Central Water system, Inc. payment. A third yellow arrow points to the 'RECURRING PAYMENT' label for the CWS#1 payment.

How can I prevent missing a scheduled payment?

Avoid missing a scheduled payment, review your existing scheduled payments to confirm that they will arrive by the due date. Any payments scheduled in the current bill pay platform for September 30th through October 15th should be rescheduled or paid before September 30th.

To review your existing scheduled payments, follow the steps detailed below:

1. In Bill Pay, click the “Payments” Tab, to access any recurring payments scheduled to process
2. Please **see screenshot** below:

This screenshot is identical to the one above, showing the 'Payments' section of the bill pay platform. It highlights the 'CWS#1' payment as a recurring payment with a yellow arrow pointing to the 'RECURRING PAYMENT' label.