

Frequently Asked Questions Bill Pay

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| When will I be able to access Bill Pay? | 24 hours per day, 7 days per week |
| What number do I call for Bill Pay Support? | 1.866.321.7375 |
| What are Bill Pay Support hours? | 7:30 a.m. – 5:30 p.m. ET Mon. – Fri. |
| Is there a fee for Bill Pay? | No. Bill Pay is FREE as long as you use it. If you sign up and don't use it for three (3) consecutive months, you will be subject to an inactivity fee of \$5 and then your access will be denied. You may sign up again, but you'll have to set up your bills. |
| Will I have a payment history? | Yes. |
| When will my account be debited? | Payments submitted by 4:00 p.m. will be processed at midnight that day and deducted from your checking account by 9:00 a.m. the following day. |
| Can I be charged a Non Sufficient Funds Fee (NSF)? | Yes, if funds are not available at process time, you may be subject to a \$28 NSF fee. It will advance all your overdraft protection options first with a \$3 transfer fee. |
| Can I Rush Payment? | Yes. When you need your payment to get there faster: <ul style="list-style-type: none">• Next Business Day (check) = \$14.95*• Second Day (check) = \$9.95 <i>*Fee will be taken from your account when the rush check is cashed.</i> |
| Gift Checks | Gift checks can be mailed to an address for many occasions for a \$2.99 fee. |
| E-Notifications | E-Notifications can be set up for many reasons under “Options”. |