

## Frequently Asked Questions - Online Bill Payment

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***Q. Who is eligible for online Bill Payment?***

A. Any Member age 18 or older that has a checking account. If you do not have one, please [Contact Us](#) to open your free account today.

***Q. Who can I pay using online Bill Payment?***

A. You can pay anyone in the United States who you would normally pay by check. This includes paying bills, but it also includes sending money to people.

***Q. How does it work?***

A. To pay your bills online, simply add the companies and people you want to pay. We use this information to make the payments for your bills. After you add your bills, you can go to the Payment Center. The Pay Bills section lists all of the bills you've added. To pay a bill, enter a payment amount and the date when you want the company or person to receive your payment. You can also select this date from the calendar. Pay as many bills as you want at the same time from the Payment Center.

***Q. Can I arrange to have my billing statements sent to me electronically?***

A. Yes. One of the features of our new system is online bill presentment. This enables you to completely automate your billing by receiving your bills electronically, if your biller offers e-bills.

***Q. Can I access my Bill Payment history?***

A. Yes, you can view up to 18 months of history.

***Q. When will the funds from bill payments be deducted from my account?***

A. Another new feature of the system is that it will deduct funds on the day the payment is received by your biller, whereas the previous system deducted funds on the day you scheduled the payments. It is important to keep this in mind, so you do not end up overdrawing your account.

***Q. Can I access Bill Pay from anywhere in the world?***

A. Members can access our Bill Payment system within the 50 states and Puerto Rico. Unfortunately many Foreign ISPs block or restrict IPs or IP ranges in the US, so we are unable to guarantee access to the Bill Payment system from outside the US.

***Q. Which desktop browsers should I use?***

A. For best performance, we recommend you use one of the following supported browsers:

- **Windows 10:** Chrome current release, Edge current release, Firefox current release
- **macOS Big Sur 11.6:** Safari current release, Chrome current release

While other browsers may work, these supported browsers provide the highest level of security, accuracy, and functionality. We also recommend that you enable JavaScript and cookies in your browser. JavaScript is required for certain features to function properly.

***Q. Which mobile browsers should I use?***

A. For best performance, we recommend you use one of the following supported browsers:

- **iOS 12:** Safari current release
- **Android 11:** Chrome current release

While other browsers may work, these supported browsers provide the highest level of security, accuracy, and functionality. We also recommend that you enable JavaScript and cookies in your browser. JavaScript is required for certain features to function properly.

***Q. How do I get assistance?***

A. You can [contact](#) the Credit Union or contact our Member Service Call Center at 408.524.4500 or 1.855.500.P1CU (7128).