

# BILL PAY SERVICE

**You must have a 1<sup>st</sup> Community Credit Union Share Draft/Checking Account in good standing, and you must be enrolled in CU Online home banking to participate in 1<sup>st</sup> CCU's Bill Pay service.**

*When you sign in on the bill payment system, you will be presented with the **Terms and Conditions**. We urge you to read the Terms and Conditions Agreement. If the Terms and Conditions are not acceptable to you, select the **Decline** button. You will be sent to the **Sign Out** page. If you agree to the Terms and Conditions, select the **Accept** button. The following disclosure is provided in addition to the electronic disclosure available on the Bill Pay website:*

## **RESTRICTIONS**

There are certain rules to be understood for the proper use of the internet Bill Pay service. Knowing and understanding these rules may prevent any misunderstandings as to how and when payments are processed.

- In order to allow sufficient time for your payees to receive and post your payments, you must instruct Bill Pay to process the payment at least five (5) Business Days prior to the date your payment is due excluding any applicable grace periods.
- Business Days mean Monday through Friday. Any payments scheduled for Saturday, Sunday, any recognized national holiday or any day the credit union is closed, will be processed on the PREVIOUS business day.
- You may schedule a bill payment to be *processed* on the same day that you *schedule* the payment if we receive instructions before 5:00 am Eastern Time, USA, on a Business Day.
- You must properly schedule the payment to be processed at least five Business Days prior to the Due Date. For Same Day Payments, this means that you must schedule your payments to be processed before 5:00 am Eastern Time, USA, on a Business Day at least five Business Days prior to the Due Date.
- You must provide us with the correct Payee Name, Address, Due Date, Account Information and the correct Payment Amount.
- Your Designated Bill Paying Account, including any overdraft protection, must contain sufficient funds to complete the payment on the Account Process Date.
- Your PC hardware, software, telephone line, and Internet service provider, if applicable, must be functioning properly.

## **TERMS AND CONDITIONS**

On behalf of 1<sup>st</sup> Community Credit Union, and pursuant to an agreement between your credit union and MYCU Services, LLC, MYCU Services, LLC offers the On-line Bill Payer Services through CU Online at [www.1stccu.com](http://www.1stccu.com). Your use of this service on our website shall constitute your agreement to these terms and conditions. Please take time to read the Terms & Conditions when you first log on to Bill Pay.

## **FEES** (current as of 10/2008)

Non-Sufficient Funds Fee (NSF)	\$20.00
Overdraft Transfer Fee (per item)	\$ 1.00
Stop Payment On A Bill Pay Check	\$20.00
*Research Fee (hourly)	\$15.00
Copy Of A Check	\$ 2.00
**Inactive Bill Pay Account Fee (charged monthly when there is no Bill Pay activity for the 3 months)	\$ 3.00/mo

\*\$15.00 minimum \*\*Bill Pay Account will be considered inactive if there are no bills paid from the account for three consecutive months.  
Any changes to these fees will be made in accordance with Credit Union policy.

## **ACCOUNTS USED FOR BILL PAY**

You may use your Share Savings account, Share Draft account, or Ultimate Savings account for setting up Bill Pay authorized transactions. You must indicate the account(s) you wish to use for Bill Pay when enrolling in the service. Money Market accounts are restricted from Bill Pay. To use funds from your Money Market account, simply transfer the funds to your Checking or Savings account and use those accounts for authorizing Bill Pay transactions.

REMINDER: The number of withdrawals and transfers per month from your savings account is limited due to federal regulations. You are permitted up to 6 TOTAL of any combination of savings withdrawal transactions within a calendar month. No more than 3 of the 6 transactions may be made by a check payable to third parties.

## **TERMINATION OF ENROLLMENT IN BILL PAY**

Bill Pay users who wish to terminate their enrollment in the program may do so by signing a Bill Pay Enrollment Termination Form, available at either 1<sup>st</sup> CCU branch.

To contact a Member Service Representative:



1000 W Wisconsin St \* Sparta \* 608-269-8121  
1410 W Hwy 16 \* West Salem \* 608-786-2420

Toll-free 1-888-706-1228 or online at [www.1stccu.com](http://www.1stccu.com)

# OVERVIEW OF ONLINE BILL PAY SYSTEM

## **TO APPLY:**

To apply for 1<sup>st</sup> CCU's Bill Pay service, all members on the account must sign the Bill Pay Enrollment Form, available at either 1<sup>st</sup> CCU location. Bill Pay enrollment will normally be completed within 2 Business Days of receipt of the signed enrollment form. To access Bill Pay once you've received the e-mail confirming your enrollment, log onto 1<sup>st</sup> Community Credit Union's website at [www.1stccu.com](http://www.1stccu.com) and click on the CU Online link in the upper right-hand corner. Enter your CU Online user name and password, then scroll to the bottom of the Summary screen and click on Bill Pay. After agreeing to accept the Electronic Terms and Conditions, you will be able to set up Payees, Schedule Payments, and perform additional Bill Pay functions. There is an online Help Section within the Bill Pay service.

## **Who may apply for Bill Pay?**

- You must be a 1<sup>st</sup> CCU member
- You must have a Share Draft Account
- You must be enrolled in CU Online Home Banking
- Your accounts must be in good standing

## **Is Online Bill Pay the right choice for everyone?**



**For most consumers it is a convenient, secure way to manage bill payment. However, it may not be the right choice for everyone, since the funds need to be available 5-7 business days PRIOR to the Due Date. If the funds are not available in your account on the scheduled process date, you will incur NSF (non-sufficient funds) Fees. In addition, the payment will be cancelled which may result in you receiving late fees from the payee.**

**1<sup>st</sup> Community Credit Union provides a link to a free Bill Pay demo; please feel free to check it out to find out if it's right for you.**

## **SECURITY:**

Our online bill payment service allows you pay bills within an extremely secure environment. You may schedule a payment, schedule automatically recurring payments, track your payment history, or make payments to several different payees at once through our Express Pay feature. All data are transmitted in an encrypted form. All account information is treated confidentially according to the Terms and Conditions Agreement.

**Encryption:** Once a session starts, all data to and from your browser are encrypted with Secure Sockets Layer (SSL), ensuring that data transmissions are complete, unaltered and safe from eavesdropping.

**Browser Support:** You may use any browser that supports 128-bit encryption. Netscape Navigator 4.0 or higher, Microsoft Internet Explorer 4.0 or higher, and America Online 4.0 or higher all support encryption. If you do not have a browser of this type, please go to <http://www.microsoft.com/windows/ie/downloads>.

**Safety Tips:** 1<sup>st</sup> CCU provides free Online Bill Pay through CU Online home banking. Never leave your computer unattended when logged-on to Internet bill pay.

## **RULES FOR PROPER USE OF INTERNET BILL PAY:**

*Knowing and understanding these rules may prevent any misunderstandings as to how and when payments are processed.*

- Bill Pay transactions are limited to \$5000 each.
- When you enroll in Bill Pay through 1<sup>st</sup> CCU, you will specify the checking/savings accounts that you wish to use when scheduling Bill Payment transactions. You may set up Bill Pay using your Primary Share, Ultimate Savings, and Share Draft Account. Money Market checking accounts are prohibited. If you wish to use the funds in your Money Market account for Bill Pay, you will need to transfer the funds to your checking account.
- Accounts that have been set up to require two signatures for withdrawals are not eligible.
- In order to allow sufficient time for your payees to receive and post your payments, you must instruct us to process the payment **at least five (5) Business Days** prior to the date your payment is due excluding any applicable grace periods.
- **Business days mean Monday, Tuesday, Wednesday, Thursday and Friday.** Any payments scheduled for Saturday, Sunday, any recognized national holiday, or on days when 1<sup>st</sup> Community Credit Union is closed, will be processed on the previous business day.
- You may schedule a bill payment to be processed on the same day that you scheduled the payment if we receive instructions before 5:00 a.m. Eastern Time, USA, on a Business Day.
- You must properly schedule the payment to be processed at least five Business Days prior to the Due Date. For Same Day Payments, this means that you must schedule your payments to be processed before 5:00 a.m. Eastern Time, USA, on a Business Day at least five Business Days prior to the Due Date.
- You must provide us with the correct payee name, address, Due Date, account information and the correct payment amount.
- Your Designated Bill Paying Account, including any overdraft protection, must contain sufficient funds to complete the payment on the Account Process Date.
- Your PC hardware, software, telephone line, and Internet service provider, if applicable, must be functioning properly.
- Bill Pay accounts that have not had bill pay activity for 3 consecutive months will be charged a three dollar (\$3.00) inactive fee – this fee is charged monthly when there is no Bill Pay activity during the preceding 3 months
- Members are able to terminate Bill Pay participation by completing and submitting a Bill Pay Termination form. Termination notification must be submitted to 1<sup>st</sup> Community Credit Union at least 10 days prior to the date on which the member wishes to have Bill Pay terminated.
- Stop payment of a payment made by draft through Bill Pay will be charged our current Corporate Stop Payment fee based on the current fee schedule.

*NOTICE TO ALL USERS: You must have cookies enabled in your browser settings. The application may not be fully functional if cookies are disabled. The bill payment system includes a Help section with descriptions of features and step-by-step instructions on how to use the online bill payment features.*

## **OVERVIEW, CONTINUED**

A 'payee' is anyone, person or company, to whom you make a payment. Each account carries its own list of payees. You may add or delete them from your list.

To make a payment to a payee, you schedule the amount to be paid and select the account from which the payment is to be drawn. You will be asked to click on a button to confirm the payment. Confirming the payment constitutes a legally binding promise to pay, and is the same as signing a paper check.

An optional feature, called Express Pay, allows you to pay several payees at once.

If payments are regularly recurring with fixed amounts, such as car payments, rent, or mortgage, you may set up recurring payments. These are payments of a fixed amount disbursed at regular intervals.

Before the scheduled process date arrives, you may change your mind and edit your scheduled payment.

The payment is made electronically. If the payee cannot accept electronic payments, we will issue a paper check, and send it through the U.S. mail.

Once the process date is past, for a fee, you may request that we issue a stop payment order to cancel the check. However, if the payment has already cleared, the money is disbursed, and it is too late to stop payment.



**NOTE: It is important that you allow enough lead-time when you schedule payments, to allow the credit union to process your payment request. It is best to schedule payments to be processed 5 to 7 business days before their due date. For all initial payments, please schedule 10 business days before they are due.**

## **FREQUENTLY ASKED QUESTIONS:**

### **I've completed my Bill Pay application, now what happens?**

1<sup>st</sup> Community Credit Union will process your enrollment application. When the processing is complete, you will receive a Welcome e-mail informing you that you have been successfully enrolled in Bill Pay.

To access Bill Pay, go to [www.1stccu.com](http://www.1stccu.com) and sign in to CU Online home banking using your user name and password. Scroll to the bottom of the Summary screen and click on **Bill Pay**.

### **What date do I put in the schedule date field?**

The Process Date is the date the payment will be taken from the account. You need to schedule the process date to be **5 to 7 business days** prior to the bill's Due Date. For initial payments, please schedule 10 business days before they are due. The same is true when you add a new payee; the first payment should be scheduled 10 business days prior to the Due Date.

### **When does the credit union take the money out of my account?**

Funds are debited from your account on the date you request the payment to be processed. You will enter a date for the payment to be processed – this process date should be 5-7 business days prior to the bill's Due Date. On the process date, a balance verification is performed against your checking account. If the balance verification indicates that sufficient funds are available to satisfy the payment request, funds will be debited from your checking account. If there are insufficient funds at that time, the payment will be cancelled and your account will be assessed an NSF fee (non-sufficient funds) according to the current Fee Schedule available online at [www.1stccu.com](http://www.1stccu.com).

**Example:** It's the first day of the month and you are scheduling three bills:

Piano teacher – must be paid by the 10<sup>th</sup> of the month

Electric bill – due on the 17<sup>th</sup> of the month

Car insurance – due on the 1<sup>st</sup> of next month

You may schedule all three payments on the first day of the month in a matter of minutes. Following the recommendation to schedule payment to be processed 5-7 business days prior to the due date, you would enter a process date of the 2<sup>nd</sup> for the piano teacher, the 8<sup>th</sup> for the electric bill, and the 23<sup>rd</sup> for the car insurance (business days are defined as Monday-Friday, excluding federal holidays). The funds would be deducted from your checking account on the 2<sup>nd</sup>, the 8<sup>th</sup>, and the 23<sup>rd</sup>. The payees would receive payment by the bill's due date.

**For all initial payments to new payees, please schedule 10 business days before they are due.**

### **Whom can I pay?**

Payments may be only to Payees with a United States address. You may not make a payment of alimony, child-support, taxes or other governmental fees, or court-directed payments with the bill payment service. We reserve the right to refuse to pay any merchant or other person to whom you may direct a payment. We are obligated to notify you promptly if we decide to refuse to pay a Payee. This notification is not required if you attempt one or more of the prohibited payments set forth above.

### **Can I use the Bill Pay Service if I live outside the U.S.?**

Yes, 1<sup>st</sup> CCU members living outside the U.S. may enroll in the Bill Pay service, however payments may only be made to United States addresses or US territories

## **FREQUENTLY ASKED QUESTIONS, CONTINUED**

### **What do payees actually receive?**

If the payment is made by check, the payee will receive a paper check bearing the following: Payee Name, Payment Amount, Your account number and name with the payee, and Check number. If the payment is electronic, then the payment will be sent via the Automated Clearing House to the payee's bank with all the pertinent information to credit your account with the payee.

### **How do I know if a payment was received?**

Simply contact your merchant AFTER the payment due date to see if the payment has been credited to your account. If payment has not been received, sign on to your Internet bill pay service account and review your payment instructions and the payment status. If everything appears to be in order, wait a few days and inquire again with your merchant. If the payment still has not been credited to your account, contact our Bookkeeping Department at (608) 269-8121 or long-distance members may call toll-free at 1-888-706-1228.

### **What's the cutoff time for entering payments?**

5 a.m., Eastern Time. The cutoff time is important only if attempting to schedule payments right at the minimum number of days recommended to schedule payments.

### **Can I stop payments?**

Yes, you may cancel a payment that has been scheduled, but not yet disbursed.

### **If I cancel a payment, how will I know that the payment wasn't sent?**

Upon signing out, you will be presented with a summary of your payments that were scheduled and deleted during that session. If, for any reason, the summary does not reflect what you did during the session, please contact member services.

### **Can I view the payment history for a specific vendor?**

Yes. Information is available online in the Help section of the bill payment service.

### **Can I obtain the canceled checks or proof of payment?**

Cleared check images are available in the Payment History page.

### **What happens if the credit union doesn't properly complete a bill payment on time or in the correct amount?**

We will use our best efforts to make all your payments properly. We will reimburse you for any late payment fees or penalties you are charged, up to a maximum of \$50.00 per scheduled payment, as a result of our failure to deliver a payment made to a business by the scheduled Due Date if you meet each of the following obligations:

- You must properly schedule the payment to be processed at least five Business Days prior to the Due Date. For Same Day Payments, this means that you must schedule your payments to be processed before 5:00 a.m. Eastern Time, USA, on a Business Day at least five Business Days prior to the Due Date.
- Mortgage Payments differ from other Recurring Payments in the following manner: if your mortgage payment is due on the first of each month with a fifteen day grace period, then you must schedule your mortgage payment to be processed on or before the first calendar day of each month, or the payment guarantee will not apply.
- You must provide us with the correct payee name, address, due date, account information and the correct payment amount.
- Your Designated Bill Paying Account, including any overdraft protection, must contain sufficient funds to complete the payment or transfer on the Account Process Date.
- The late payment fee or penalty or the method of calculation must be published by the payee prior to the Due Date.
- Your PC hardware, software, telephone line, and Internet service provider, if applicable, must be functioning properly.

