

BILLPAY UPDATES

BEGINNING 9/4/19

We know how important it is to provide members with services that make managing finances easier—that is why we are updating our BillPay product with enhancements to provide exact fund withdraw dates for all scheduled bill payments beginning on September 4, 2019. Please review our summary of enhancements below. For more information, please call our Contact Center at (800) 748-0451.

WHAT YOU SHOULD KNOW:

When are the funds withdrawn from my account?

Funds for bill payments, including payments processed by Check or Electronic methods, will be withdrawn on the process date. The process date is the date that you schedule the payment to be sent. There are now two times a day that the availability of funds will be verified and withdrawn from your account – 8:00 a.m. Eastern Standard Time (EST) and 3:00 p.m. EST.

- If the funds are available at the 8:00 a.m. verification time, they will be withdrawn from your account and sent at 3:00 p.m.
- If the funds are not available at 8:00 a.m., but are available prior to the 3:00 p.m. verification time, they will be withdrawn and sent at 3:00 p.m.

Can recurring payments still be edited or cancelled by 3:00 p.m. EST on the processing date?

Recurring payments can be edited or cancelled online prior to 8:00 a.m. EST on the payment process date. To edit or cancel a recurring payment after the 8:00 a.m. verification and withdrawal time, please contact Online BillPay Support for Financial Plus Credit Union at (844) 256-5812.

Will my bill still be paid if there are not enough funds in my account?

If your bill payment exceeds the available balance in your account and you are enrolled in Courtesy Pay and funds are available, your bill payment will be processed. A Courtesy Pay fee will apply. If you do not have the funds available in your account by 3:00 p.m. EST on the process date, we will attempt to verify funds at the next processing cycle which starts the following day. If the funds are not available by 3:00 p.m. on the second day, a third attempt will be made at the next processing cycle the following day. If the funds are not available by 3:00 p.m. the transaction will be cancelled. No fee will be applied.

Is the BillPay menu going to look the same?

At this time, there will be no changes to the current BillPay menu, but stay tuned for even more exciting BillPay enhancements coming in the Fall of 2019.



(800) 748-0451
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