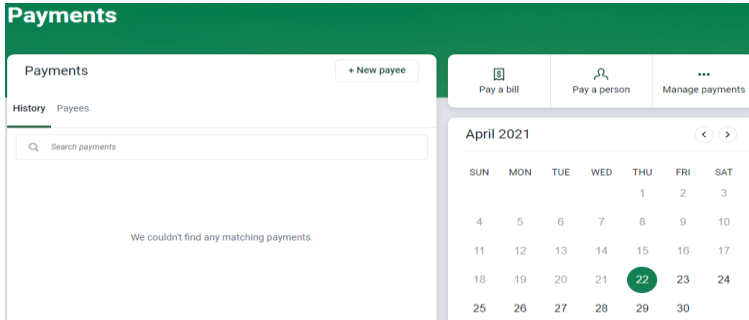




Bill Pay

Account Access - Sign into your Digital Banking account and select the “**Payments**” tab from the menu, or select the “**Pay**” quick link button.

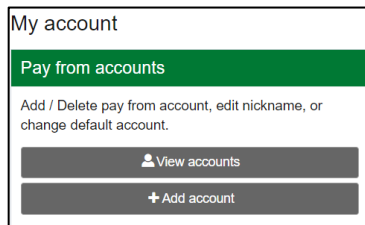
Payees – You can send a payment to a company, person, or bank or credit union.



For **Pay a Company**, you will be asked to provide basic information about the payee. If Bill Pay recognizes the payee name, account number, and ZIP code entered, the payee can be paid electronically. **Note:** A Company may not be set up to receive a payment electronically, in which case a check will be issued. Additional address information will be required for setup.

For **Pay a Person**, you can pay them via email, direct deposit, or by check. An email payment is electronic and requires the email address of the recipient and creation of a phrase or security code. The recipient will receive the email, click and enter the phrase, and enter their account information to receive their payment. Direct Deposit is also electronic and requires the account number and routing number of the recipient. Check payments are sent by check using the recipient’s mailing address.

Adding Accounts – Select the “**Manage Payments**” tab => Select the “**My Account**” tab => click the “**Add Account**” link. You will be asked to provide the account number for the account you wish to add. An Online Banking specialist will review and set up the account.

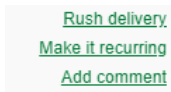


Rush Delivery

Payments are sent next day or second business day with tracking to a payee. A fee of \$19.95 is charged for next day and \$14.95 for 2nd Day. Payment must be scheduled before 3PM EDT.

Recurring Payment

Next to the Payee name, select **Make it Recurring** to schedule payments that happen on a regular basis.



eBill

Certain payees are eligible for eBills, which allows you to see the payee’s statement within Bill Pay and schedule single or recurring payments. Payees eligible for eBill are listed in the **eBill Connect** widget located on the right of the page.



Pay with Alexa™

From the **My Account** tab in Bill Pay, click **Add Alexa** located under Voice bill pay. Follow the on-screen prompts to enable the service.



**Alexa is a trademark of Amazon.com or its affiliates.*

The date you enter when scheduling a payment is the processing date, not the date the payee will receive payment. Please allow sufficient time for payments to be processed and sent to the payee.

- For check payments, allow 5-7 business days.
- For electronic payments, allow 3-4 business days.

* Bill payments are processed daily Monday through Friday at 3:00 pm EST.

Payment History

The **History** widget is located on the right of the Payments page and shows the last 45 days of history.

History			
Processed in last 45 days View more			
Payee			
CENTURYLINK	\$93.45	07/03/2019	View
Duke Progress Energy	\$138.98	07/03/2019	View

Additional history can be found by clicking the **View More** link. The **View More** link also allows you to see additional information on payments, download your Bill Pay data into Excel, or request a payment inquiry.

Bill Payment history is available for 19 months.

Pending Payments

The **Pending** widget is located on the right of the Payments page and shows payments that will be processed in the next 45 days.

Pending			
Processing in next 45 days View more			
Payee			
CENTURYLINK	\$125.00	07/05/2019	Edit
Total: \$125.00			

Edit/Stop Payment

Pending payments are eligible to be edited or stopped. Click on the **Edit** link beside the payee's name to edit the payment information or stop the payment from processing

Pending			
Processing in next 45 days View more			
Payee			
CENTURYLINK	\$125.00	07/05/2019	Edit
Total: \$125.00			

Add Payee

Once Payees are established, you will be presented by default with the **"Payments"** page. Payments can be added in one of two ways: **Individually** or **Multiple Payments**.

Pay to	Pay from	Amount	Payment date	Actions
CENTURYLINK CENTURYLINK Last paid: \$93.45 on 07/03/2019 Electronic	Personal Che. *24	\$ 0.00	07/05/2019 Deliver by: 07/08/2019	Pay Rush delivery Make it recurring Add comment
Duke Progress Energy DUKE ENERGY PROGRESS Last paid: \$138.98 on 07/03/2019 Electronic	Personal Che. *24	\$ 0.00	07/05/2019 Deliver by: 07/08/2019	Pay Rush delivery Make it recurring Add comment

Gift Pay

Gift pay allows you to send a personalized gift check and message to a payee for special occasions such as their birthday or holiday. The payment will be sent on a personalized check along with a message of your choice. Gift pay also allows you to send a donation check to a charity of your choice and will provide a receipt to you for your donation.

GiftPay

+ Recipient

Display ▾

Feed The Children Donation check	Last sent: N/A Donation amount: N/A	Send donation
Fred Nelson Gift check	Last sent: N/A Gift amount: N/A	Send gift

[View pending](#) | [View history](#)

Payment Reminders

To add a reminder from the payment page, click the payee name and use the **"Add Reminder"** link to have notifications sent to your phone or email when a payment is due.

Reminders	Add Reminder		
Delivery method	Reminder Date	Frequency	Actions
There are no scheduled reminders. Add Reminder			

Payment Funding

Funds for payments made to Electronic (Company) payees will debit your account on the payment date. Funds for payments made to Check (Individual) payees will debit your account when the check clears.

Online Help

From the **Help** tab, view a list of bill payment FAQs.

[Payees](#) | [Payments](#) | [eBills](#) | [Rush payments](#) | [Pay from account](#) | [Message center](#) | [Voice bill pay](#) | [Supported browsers and settings](#) | [Miscellaneous](#)

Support

Call Bill Pay Support directly at 844-359-3583 between 8:00 am to 2:00 am EST or use the chat feature that is available from 7:30 am to 2:00 am EST. Simply click the Chat Now icon. You may also contact Union Bank during normal business hours at 866- 638-0552.