

BILL PAY FAQs

Q: What is Bill Pay?

A: Bill Pay allows you to pay bills online. It's fast, easy and puts you in complete control-you decide who to pay, when to pay them and how often to pay them.

Q: Is paying bills online hard to do?

A: Paying bills online is easier and takes less time than opening the envelope with your paper bill in it, writing the check and mailing it! Once you've set up the service, just enter the payment amount, schedule the payment date and you're done!

Q: Who can I pay online?

A: Anyone you pay with a paper check, from your mortgage company to an individual person.

Q: What if my payee says they have not received my payment?

A: If your payee notifies you that a payment has not posted, please contact CheckFree at 1-800-877-8021 for assistance.

Q: Can I set recurring payments?

A: Yes, for recurring expenses such as mortgages or your cable bill for example, you can automatically schedule your payments. When you enter the Bill Pay site, select the Biller Name and click on Auto Pay, then click Set up Auto Pay. Determine your payment amount and the frequency of payments. Save the Changes and your bills will be paid monthly for the specified amount.

Q: How much is Bill Pay?

A: There is no charge for using Bill Pay. If you choose a rush delivery, fees will be disclosed to you at the time you schedule the payment.