



October 2, 2017

## **ACTION REQUIRED: Important Update for Bill Pay, A2A and P2P Users**

We are writing to update you about the enhancement of our Bill Pay service. We are pleased to have resolved some challenges which affected the smooth transition of data from our previous bill pay system. The good news is that when we re-open on Tuesday October 3rd, you will have access to our new easy-to-use Bill Payment platform. The bad news is that despite our best efforts, previous payee information and payment history will not be populated in the new system. Previously scheduled payments will also not be in the new system.

We appreciate your understanding that because security is of the utmost importance to us and to our members, we are unable to enter your previous payee information on your behalf. Therefore, your best option will be to go into Online Banking and input your preferred payees and payments in our new Bill Pay system.

### **Now back to some good news!**

You will love it! We are happy to assist your quick return to paying your bills promptly through your Credit Union account. Setting up your payees in our new Bill Pay system is faster and easier than ever!

#### To Add Payees:

1. Log in to **Online Banking**
2. Select **Pay Bills** tab at the top of the screen
3. At the **Bill Pay Dashboard**, scroll down and select **Add a Payee**
4. Follow onscreen instructions to add each of your payees
5. Then you're ready to start making payments!

#### To Schedule Payments:

1. At the **Bill Pay Dashboard**, scroll down and select **Scheduled Payments**
2. Select **Pay Bills** tab in the left menu
3. Select your Payee from the drop down box
4. Enter amount, choose date, then press **Pay Bill**

### **We appreciate you trusting us with your financial success.**

While we are confident that all of these new services will greatly enhance your overall digital banking experience, we apologize for any short-term inconvenience these changes may cause you.

Thank you for your membership and we look forward to providing you with newly refreshed digital financial solutions!

*\*Dates, times, service availability and enrollment procedures are subject to change without notice. For the most current information, please visit [creditunion.coca-cola.com](http://creditunion.coca-cola.com). Federally insured by NCUA.*