

BILL PAY FREQUENTLY ASKED QUESTIONS

BILL PAY

What is Bill Pay?

Teachers Bill Pay is a user-friendly, centralized interface that enables you to schedule payments, track payment status, know when funds will be deducted from your Teachers account, and when Billers should expect to receive payments.

Is there a fee to use Bill Pay?

No, there is no charge to use Teachers Bill Pay.

How do I use Bill Pay?

To use Bill Pay, log in to Teachers Online Banking and click on the Bill Pay menu. First-time Bill Pay users will see a welcome page with an overview of features. Click “Let’s Get Started” to begin.

- **Step 1: Add a Biller**

Billers can be added using the “Add a New Biller” search bar or by clicking “Add a Biller Manually.” Type the Biller’s name, zip code, address, and the biller-provided account number to complete the step.

- **Step 2: Set up payments for the new Biller**

Once you have added the Biller, follow the screen prompts to set up the payment(s).

- **Step 3: Access Bill Pay and its features**

Once you have added a Biller and set up a payment, you can access various Bill Pay features, which include Pay Bills, Manage Billers, Add New Billers, review payment history, and schedule payments to be paid from your Teachers accounts, or with your credit or debit card.

- **Step 4: Schedule Payments**

When scheduling payments, specify the Send Date and validate the amount to be paid. The Estimated Delivery Date will be displayed.

Who can I pay with the Bill Pay service?

You can pay almost any company or individual in the U.S., such as utility and credit card companies, or other service providers.

Will I be able to view my scheduled payments and payment history in Bill Pay?

Yes, scheduled payments (including recurring and autopay payments) and payment history will be available in Bill Pay.

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PAYMENTS

When confirming a payment in Bill Pay, what should I do if the page does not update after clicking “Pay Total”?

If the payment confirmation screen does not appear right away, allow the system a few moments to update. If the screen still does not change, do not click the “Pay Total” button again, as this may result in a duplicate payment. Instead, navigate to the Manage Biller screen to check if the payment was successfully scheduled. If it was not, go back and complete the scheduling process again.

When are funds withdrawn from my Teachers account after I schedule a payment?

For **Electric Payments** funds will be deducted from your account on the Send Date. For the payment to be sent, funds must be available by 4:00 PM ET on the Send Date. **Check Payments** will be mailed to your Biller on the Send Date, and the payment will be deducted from your account when the Biller cashes or deposits the check. Check payments should be scheduled accordingly to accommodate postal service delivery timelines.

How far in advance can a payment be set up in Bill Pay?

You can schedule a payment as far in advance as you like. There’s no limit.

How long will it take my payments to process?

Electronic payments will be delivered within 1-2 business days. Check payments will be delivered within 5-7 business days from the Send Date you chose.

What are the steps for adding a Biller?

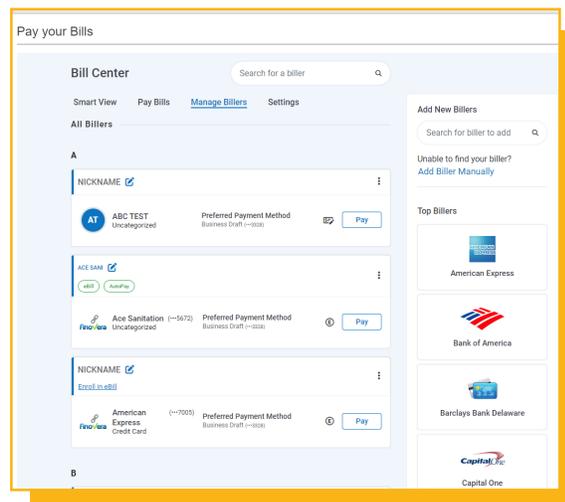
To add a Biller:

1. Search for a Biller in the “Add New Billers” search bar or manually click “Add Biller Manually.”
2. Enter the Biller’s zip code and account number.
3. Input the Biller’s name and complete address.
4. If prompted, confirm Biller’s address.
5. Click the “Add Biller” button.
6. You’ll see a confirmation message saying, “Biller Successfully Added.”
7. Click “Done” to close the pop-up message.

Can I edit existing Biller information?

Yes, you can edit some information after adding a Biller, but there are a few restrictions based on the payee type:

- **Electronic Billers:** You can edit the Biller category and payment method.
- **Manual Billers:** You can edit the Biller category, payment method, and address.

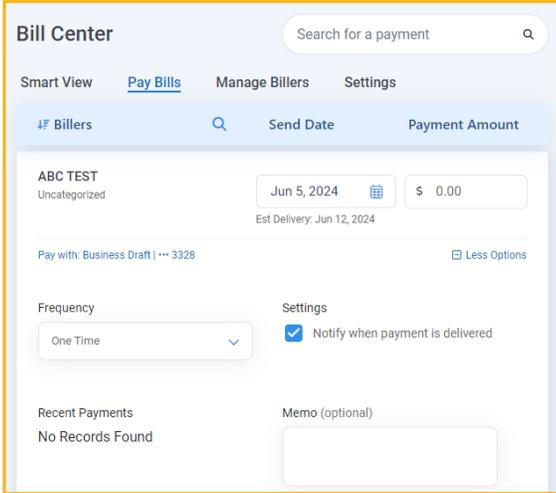


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How can I set up recurring payments for a Biller?

To set up recurring payments, follow these steps:

1. Go to the “Pay Bills” tab.
2. Select the Biller you want to set up recurring payments for and click “More Options.”
3. Choose the payment frequency from the “Frequency” dropdown list.
4. Select “Number of payments” or “Until I cancel” from the “Duration” dropdown list.
5. If you chose “Number of payments,” pick a number from the “Total Payments” dropdown list.
6. Select a delivery date and enter the payment amount.
7. Click “Review.”
8. Click “Pay Total.”



How can I delete a Biller?

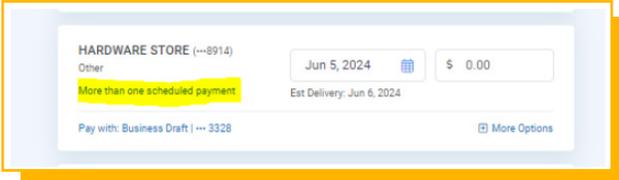
To delete a Biller:

1. Before deleting the Biller, you must delete any scheduled payments associated with it. You can view steps on how to delete payments [here](#).
2. Go to the “Manage Biller” tab.
3. Within the section of the Biller you wish to delete, click on the three dots on the right.
4. Click the “Delete Biller” button.
5. An alert will pop up to confirm you would like to delete this Biller and any scheduled payments, click “OK.”
6. You’ll see a confirmation message saying, “Biller Successfully Deleted.”
7. Click “Done” to close the pop-up message.

How can I edit a recurring payment?

To edit a recurring payment, follow these steps:

1. Go to the “Pay Bills” tab.
2. Within the Biller’s section, click “More than one scheduled payment.”
3. Select the payment you need to edit.
4. Choose “Edit this payment only” or “Edit the series of payments, including this payment.”
5. Edit the “Send Date,” “Payment Amount,” “Settings,” or “Memo” information.
6. Click “Done” when you’ve finished updating.
7. Ensure the edit is reflected in the “Scheduled Payments” list.



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How can I delete a single or recurring payment?

To delete a recurring payment:

1. Go to the “Pay Bills” tab.
2. Within the Biller’s section, click “More than one scheduled payment.”
3. Select the payment you need to delete.
4. Choose “Edit this payment only” or “Edit the series of payments, including this payment.”
5. Click “Delete Payment.”
6. Confirm by clicking “Delete Scheduled Payment.”
7. Ensure the deleted payment is no longer in the “Scheduled Payments” list.

How do I stop AutoPay payment?

To stop an AutoPay payment:

1. Select the Biller from the “All Billers” list within the “Manage Billers” tab.
2. Click on the context menu and select “Manage AutoPay.”
3. Switch the AutoPay toggle to “OFF” and select “Disable AutoPay.”
4. Payments must be stopped three days prior to the Send Date to avoid the next payment from being automatically sent.

How do I set up reminders for upcoming payments?

You can set up reminders for eBill payments through AutoPay:

1. Click on “AutoPay Options.”
2. Click on “Notifications.”
3. Fill in one or more of the following “Notifications” checkboxes:
 - Notify me when delivered.
 - Notify me before processing (select 1-14 days from the dropdown list).
 - Notify me before delivery (select 1-14 days from the dropdown list).
4. Click “Summary.”
5. Review your selections and click “Confirm AutoPay.”

eBILLS

What are eBills?

eBills are electronic versions of paper bills. An eBill arrives from a Biller in your Bill Pay account just like paper bills arrive in your mailbox. You can view all your eBills, account balances, transactions, and statements in one place. You can print eBills and set reminders to pay them when due.

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How do I enroll or add an eBill?

1. Select the Biller from the “All Billers” list within “Manage Billers.”
2. Click on the “Enroll in eBill” link. (eBills are based on Biller availability)
3. Enter your Biller-provided account number.
4. Click “Continue.”
5. Click “Link eBill.”
6. Enter your login ID and password associated with your account with the Biller. If prompted, enter the one-time password provided by your Biller.
7. Click “OK, thank you!”

To ensure a fast and easy enrollment process, we recommend taking the following steps before re-enrolling your eBills:

1. Know the username and password for each Biller’s website. If you forgot, visit the Biller’s site to reset it.
2. Have your bill-provided account number and payment address ready. You can find this on your latest statement or the Biller’s website.
3. Some Billers may require a one-time code or challenge question to complete the setup. Visit the Biller’s website to verify that your current email address and mobile number are in their system, and update these if necessary.
4. As each Biller has a different billing cycle, some eBills may not be available until your next statement cycle.

Can I set up recurring payments for an eBill via AutoPay?

Yes. Here is how to set up recurring payments for an eBill:

1. In “Manage Billers,” click “Setup AutoPay” from the Biller’s section.
2. Switch the “AutoPay” option to “ON.”
3. Select the payment method.
4. Choose your “AutoPay” option.
5. Select your “AutoPay” preference and click “Notifications.”
6. Choose your “Notifications” preference and click “Summary.”
7. Review your selection and confirm the AutoPay setup.
8. A notification will confirm the successful setup.

For More Information

If you have any questions, please contact us through the [Teachers Online Banking Chat](#), by calling 1-800-341-4333, or by visiting our website to [schedule an appointment](#).