Frequently Asked Questions – Bill Pay

- Q: I do not currently have Bill Pay; how do I sign up in the new Digital Banking platform?
- **A:** Select Bill Pay in the blue navigation bar.

Countr

I have read and accepted the Terms & Consistents of service



Begin setting up your payees by searching for the person or business you would like to add.



Q: My Bill Pay is set up; how do I set up Bill Pay payees?

A: From the Bill Pay Home page begin searching for the person or business you would like to pay from the Add a payee field.



If the person or business is listed as a drop down option select the company and then click Add.



Input the requested payee information and select the add payee button.

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Billing address	Payee Account	Account number	As it appears on the bill
There are multiple		Confirm account number:	
ocations. Please enter the ZIP code at right, so	· · · · ·	Nickname (optional)	Brighthouse Networks - Spectru
io.	Brighthouse Networks Spectrum	ZIP code	

Start paying bills or add another payee.



Q: My bill pay recipient is not listed as a drop down option can I still add them to my Bill Pay.

A: Yes. From the Bill Pay Home page; type the person or business's name completely in the Add a Payee search box and select Add.

Add a payee Type the name of the payee you would like to add in the search box	Ellen Test	Add
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Complete the requested information on the next screen and select the Add payee button.

Billing address	Payee Account	Account number	If you have one
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	Ellen Test	Address	
		Address 2 (optional)	
		City	
		State	~
		ZIP code	-
		Phone	

Q: I have set up my bill payees; how do I make sure my bills are being paid from the correct account?

A: From the Bill Pay Home page select the blue Manage funding account(s) hyperlink in the bottom right hand corner of your Bill Pay screen.

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		Last Visit Nov 4, 2020
	My Bills & People I Pay 0 hidden + Need to pay someone man? Enter person or business Add	My Payments View payment history
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	Add a payee Type the name of the payee you would like to add in the search box Enter person or business	
		I want to
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Accounts linked in Digital Banking will display. The account named as the Default account for payments is the account that bills will be paid from unless changed by you.

Please note only Checking accounts may be utilized for Bill Pay services.

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		< Back to	main qaqe				I want to Get help	
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		E	RANNEN BANK	Spending Acc	\$26.00	Edit Delete		
			Default account for payn Add an account Nole	nents: HSA Family C	hange v It use with this service.			

Q: How do I change the account that my bills will be paid from?

A: You have several options to change the account your bill will be paid from.

From the Bill Pay Home page select Manage funding account(s) in the bottom right corner and then select the blue Change hyperlink to select your default payment.

<u>**OR**</u> select the blue Edit hyperlink to make the account your default payment account or change the account nickname.

				I want to Get help
My funding account(s)		+	
BRANNEN BANK	Checking Acc	\$1,309.75	Edit Delete	
BRANNEN BANK	Emergency Ac	\$3,000.00	Edit Delete	
BRANNEN BANK	HSA Family	\$1,103.85	Edit	
BRANNEN BANK	Spending Acc	\$26.00	Edit Delete	
Default account for payn	ents: HSA Family Cha	inge-		
		Checking Account		
Add an account Note	only checking accounts are eligible	Emergency Account Spending Account		

You may also change the account the bill will be paid from directly from the Payee on the Bill Pay screen by clicking on the blue account hyperlink.

My Bills & P	eople I Pay	0 hidden 🚽	Need to p	ay someone new?	Enter person or business Add
Sort by: Name (N	Nickname) 💌			Find	: Search my payee list
<u>Get eBill</u>	Duke Energy FL Options History			\$0.00) mm/dd/yy 🔳 Pay
				From: Checking	Account \$ \$1,309.75

Q: How do I delete a bill payee?

A: From the Bill Pay Home page select the blue Options hyperlink under the payee. On the next screen you can choose to delete or hide the payee by selecting the blue Delete It or Hide It hyperlink

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Software Southert an	Add a payee Type the name of the payee you would like to add in the search box. Entirer person or business [Add]

Q: How do I set up an eBill?

A: From the Bill Pay Home page select the blue Get eBill or Options hyperlink for the payee. The next screen will automatically default to the Your Bill (eBill) tab. Select Get Started to enroll for eBill.

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Q: How do I set up automatic payments?

A: From the Bill Pay Home page select the blue Options hyperlink under the payee. On the next screen select the Automatic Payment tab, complete the requested information and select save.

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dd a payee Type the name of the payee you would like to add in the s	earch box Enter person or business 440				O maxidaliyy	
		I want to		Send email to	@gmail.com How do L change this?	
		Manage funding account(s) Read bill pay measures			When payment is scheduled When the payment has been sent	
		Getitelu Geriacius			Before sending the last payment	0
				Queviors? DorTmake	changes	Save

Q: How do I establish due date/payment reminders?

A: From the Bill Pay Home page select the blue Options hyperlink under the payee. On the next screen select the Next due reminder tab, complete the requested information and select save.

My Bills & People I Pay grantees they where need Enter person or business	My Payments View overwart Million	GeteBit Close Of	nergy FL ations History	50.00 From: <u>Checking A</u>	mmildl/yy 💌 +24
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Q: How do I get Bill Pay payment history?

A: You have two options to view payment history.

From the Bill Pay Home page click in the Payee box and then select the blue History hyperlink that appears beneath the payee name.

If you want to view the history of all payments made rather than history of a single payee then select the blue View payment history hyperlink in the right hand corner above the calculator.

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Q: I paid a bill through my Bill Pay services and I do not see it <u>OR</u> the person/business is saying they did not receive my payment what do I do?

A: Please contact us at 352-726-1221, option 0, option 2, option 1 for additional information on payments made through Bill Pay.