

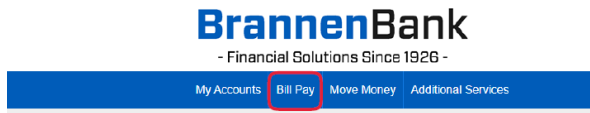
BrannenBank

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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.



Complete the Sign Up form and accept the Terms & Conditions.

The image shows the 'Sign Up' form on the BrannenBank website. The form is titled 'Sign Up' and includes a list of bullet points: 'One-step convenience', 'One-minute speed', and 'One-click ease'. Below the list are two sections: 'Personal Information' with a text input field for 'Mother's Maiden Name', and 'Contact Information' with a dropdown menu for 'Country'. At the bottom of the form, there is a checkbox labeled 'I have read and accepted the Terms & Conditions of service'.

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

The image shows the 'Welcome to bill pay!' screen on the BrannenBank website. The screen features a search bar with the text 'Who do you need to pay?' and a 'Pay All' button. To the right, there is a 'My Payments' section with a search bar and a 'Search' button. Below the search bar, there is a table of scheduled payments and a calculator. At the bottom, there is a section titled 'I want to...' with links for 'Move funds', 'Read all our resources', 'Get help', and 'Contact Us'.

The image shows the 'Welcome to bill pay!' screen on the BrannenBank website, with a dropdown menu open. The dropdown menu lists several payees: 'Duke Energy Carolinas', 'Duke Energy FL', 'Duke Energy IN', 'Duke Energy KY', 'Duke Energy OH and Summary Bills', 'Duke Energy Progress', and 'Duke University Health System'. A red arrow points to the 'Duke Energy FL' option, and a red circle highlights the 'USE' button next to it.

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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.

Add a payee Type the name of the payee you would like to add in the search box

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

Add a payee Type the name of the payee you would like to add in the search box

Brighthouse Life Insurance Co
Brighthouse Networks - Spectrum

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

Brighthouse Networks - Spectrum

Billing address Payee Account

There are multiple locations. Please enter the ZIP code at right, so we know where to send to.

Brighthouse Networks Spectrum

Account number

Confirm account number:

Nickname (optional)

ZIP code -

[Questions](#) [Cancel](#)

Start paying bills or add another payee.

My Bills & People I Pay 0 hidden

Sort by: (Name (Nickname)) Find: Search my payee list

[Get eBill](#) **Duke Energy FL** *0462

Successfully added You are ready to make payments | eBill is available! [Cancel Now](#)

Pay All Bills on this page? Click on Pay All Button to proceed. Total: \$0.00

Add a payee Type the name of the payee you would like to add in the search box

My Payments [View payment history](#)

Search payment history

This Receipt Area will show scheduled payments and payments completed in last 90 days.

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4 5 6 x C
1 2 3 - +
0 . -

I want to...
[Manage funding account\(s\)](#)
[Send bill pay messages](#)
[Get help](#)
[Contact Us](#)

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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

Complete the requested information on the next screen and select the Add payee button.

Ellen Test ✕

Billing address

unknown. Please provide at right.

Payee Account

Account number

Confirm account number:

Nickname (optional)

Ellen Test

Address 1

Address 2 (optional)

City

State

ZIP code

-

Phone

- -

[Questions?](#) [Cancel](#)

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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.

The screenshot shows the BrannenBank Bill Pay interface. At the top, the BrannenBank logo and tagline are present. Below the navigation bar, the 'My Bills & People I Pay' section displays a list of payees: 'Duke Energy FL *0462' and 'Mortgage *1145'. Each payee has a 'Pay' button and a 'Get eBill' link. A 'Pay All' button is at the bottom of the list. To the right, the 'My Payments' section shows a search bar and a numeric keypad. Below the keypad, there is a 'I want to...' section with a highlighted link for 'Manage funding account(s)'. The interface also includes a 'Need to pay someone new?' search box and a 'Sort by' dropdown menu.

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.****

The screenshot shows the 'My funding account(s)' page in the BrannenBank Bill Pay interface. It features a table with the following data:

Account Name	Account Type	Balance	Actions
BRANNEN BANK	Checking Acc...	\$1,309.75	Edit Delete
BRANNEN BANK	HSA Family	\$1,103.85	Edit
BRANNEN BANK	Emergency Account	\$3,000.00	Edit Delete
BRANNEN BANK	Spending Acc...	\$26.00	Edit Delete

Below the table, it indicates the 'Default account for payments: HSA Family' with a 'Change' link. At the bottom, there is an 'Add an account' button and a note: 'Note: only checking accounts are eligible for use with this service.'

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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.

OR select the blue [Edit](#) hyperlink to make the account your default payment account or change the account nickname.

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 payments: **HSA Family** [Change](#)

- Checking Account
- Emergency Account
- Spending Account

[Add an account](#) Note: only checking accounts are eligible

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 & People I Pay 0 hidden

Need to pay someone new? [Add](#)

Sort by: [Name \(Nickname\)](#)

Find:

[Get eBill](#) **Duke Energy FL** [Pay](#)

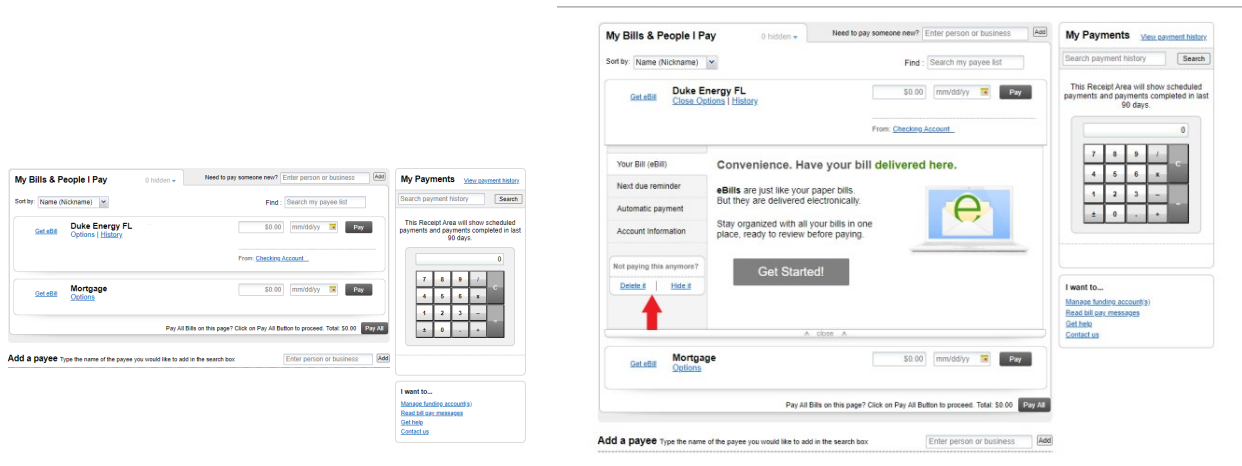
From: [Checking Account](#) \$1,309.75

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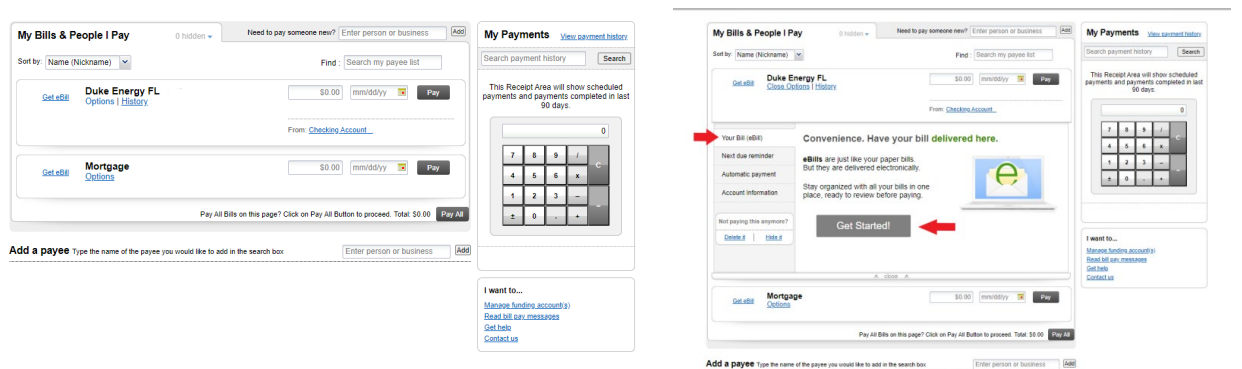
Q: How do I delete a bill payee?

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



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.

The screenshot shows the 'My Bills & People I Pay' interface. On the left, there are two payees listed: 'Duke Energy FL' and 'Mortgage'. The 'Duke Energy FL' payee has a blue 'Options' link. On the right, the 'My Payments' section shows a calculator and a 'Save' button circled in red. The main area shows the 'Automatic payments' setup for 'Duke Energy FL'. The 'Automatic payments' section is currently 'Off'. The 'Next due reminder' section has a red arrow pointing to the 'Amount' field. The 'Account information' section shows the account type as 'Checking Account - \$1,309.75'. The 'Frequency' is set to 'Once a month'. The 'Start on' date is 'mm/dd/yy'. The 'End on' date is 'No end date'. The 'Send email to' field is '@gmail.com'. There are three checkboxes: 'When payment is scheduled', 'When the payment has been sent', and 'Before sending the last payment'. A 'Save' button is circled in red at the bottom right.

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.

The screenshot shows the 'My Bills & People I Pay' interface. On the left, there are two payees listed: 'Duke Energy FL' and 'Mortgage'. The 'Duke Energy FL' payee has a blue 'Options' link. On the right, the 'My Payments' section shows a calculator and a 'Save' button circled in red. The main area shows the 'Want a Payment Reminder?' setup for 'Duke Energy FL'. The 'Want a Payment Reminder?' section is currently 'Off'. The 'Next due reminder' section has a red arrow pointing to the 'Next due reminder' field. The 'Account information' section shows the account type as 'Checking Account'. The 'Frequency' is set to 'Once a month'. The 'Next Due' date is 'mm/dd/yy'. The 'Typical amount' is '\$0.00'. The 'Send email to' field is '@gmail.com'. There are three checkboxes: 'To remind me my bill is due', 'If not paid by the due date', and 'When the payment has been sent'. A 'Save' button is circled in red at the bottom right.

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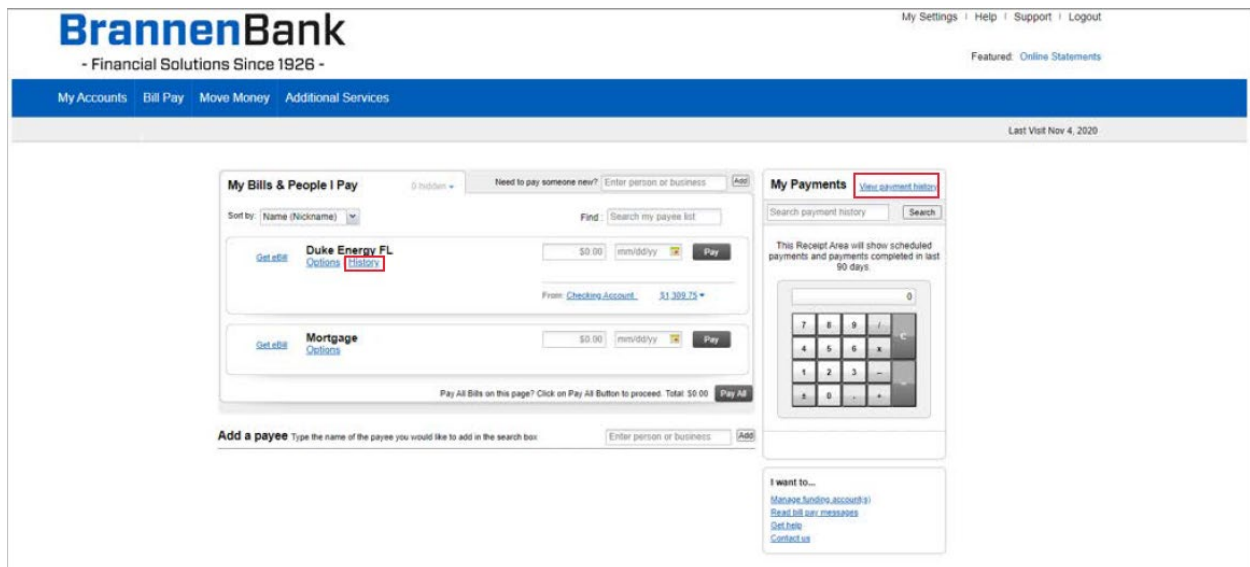
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Q: How do I get Bill Pay payment history?

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.



Q: I paid a bill through my Bill Pay services and I do not see it OR 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.