

Frequently Asked Questions (FAQ)

Is bill pay free?

Yes.

How do I enroll in bill pay?

To enroll in bill pay, you must first be enrolled in Online Banking and have a checking account. If you do not have an Online Banking account, self-enroll today by clicking on the "Sign up for Online Banking" link located at www.tefcu.org.

Is bill pay secure?

Bill pay is recommended by security experts as one of the safest ways to pay your bills. According to research, 90% of identity theft doesn't occur through the Internet (researched gathered by Javelin Strategy & Research). Identity thieves still use the tried and true methods of stealing mail or discarded trash. Combined use of online banking and online bill pay helps to protect consumers against identity theft and check fraud.

How are payments sent?

Payments are sent two ways: electronic and paper check. On average, electronic payments are sent to more than 70% of payees. For payees who can only accept checks, the subscriber's account is debited electronically and an authorized paper check is issued on behalf of the subscriber.

What are the benefits of electronic payments?

Electronic is the fastest payment method for subscribers and greatly reduces the risk of human error. Electronic payments are received by the payee within 2 to 3 business days.

What are the benefits of check payments?

Check payments allow you to pay anyone through your online bill pay account. No more postage or trips to the post office. Plus, check payments through online bill pay are electronically recorded, may be stopped before 2 p.m. Eastern time on the date they are scheduled to process, and are virtually tamper resistant. The estimated arrival time for checks is based upon the payee's zip code and is displayed while you schedule a payment.

Are online bill payments guaranteed?

Online bill payments are not guaranteed by the US Postal Service or Automated Clearing House Network (ACH). However, online bill pay offers a payment success rate of 99.99% and greatly reduces the risk of human error. In the event a check payment is not received, our online bill pay support will stop and re-issue the payment, as well as provide proof of processing to the payee. Online bill pay also provides a history of your payments and payment information is integrated directly into account statements.

When can payments be scheduled?

Payments may be submitted at any time, day or night. All payments should be scheduled according to process date and not according to due date. For example, payments should be scheduled to process before the actual due date. Estimated arrival times are automatically displayed during the scheduling process. We recommend scheduling first payments in advance to ensure timely delivery. Payments are electronically debited from your account on the process date. For same-day processing, please schedule payments before 3 p.m. Eastern time.

Who do I call if I need help?

For specific information or questions regarding our online bill pay service, please contact a Member Services Bill Pay Specialist at **(866) 648-4265**. They are available from 7:30 AM to 5:30 PM Eastern Time (in some cases, until 11:00 PM Eastern Time). Or, while logged in, simply click the "Chat Open" icon on the top right hand corner of the page to be connected with a live representative.

For specific information on enrollment and logging into Online Banking to get started, please contact a Member Services Representative at **(301) 289-9800, option 1**.