



BUSINESS ONLINE BANKING

# Bill Pay Highlights



[#PeopleFirst](#)



## BILL PAY HIGHLIGHTS

Beginning Monday, October 29, 2018, you will have access to a new Bill Pay platform through Online Banking. Below you will find information regarding what you need to know about the bill pay transition and what to do on or after Monday, October 29, 2018.

### WHAT DO I NEED TO KNOW ABOUT THE CONVERSION?

- Your bill payment history and payees will be converted to Choice Bill Pay.
- Any payments scheduled to occur between October 26-28, 2018, will be processed on October 29, 2018.
- Payments scheduled in Choice Bill Pay are scheduled based on the date you want the payment delivered and will be debited from your account when they are actually cashed/deposited by the payee.

#### NOTE

This means that just like any other check that you write on your Choice Bank account, if there are not funds in your account on the day that the check/ACH is cashed/clears your account, your bill payment may cause an overdraft on your account.

- Payments to individuals in Choice Bill Pay will always be made by check. ACH payments to individuals is no longer an option. Please consider making these payments through the ACH Origination option in Business Online Banking.

### WHAT SHOULD I DO ON OR AFTER MONDAY, OCTOBER 29, 2018?

- Payments and three months of history will convert. Make a note of the payments scheduled one week prior, during and one week after conversion date to ensure all payments have processed. Retain this information for post-conversion verification once you have determined that everything is up to date.
- Select or verify the primary funding account if you have multiple funding accounts. An account has been selected as your primary or default funding account during conversion. If you do not select another funding account each time you make a payment, the payment will go out using the default/primary funding account that was selected. Verify all secondary accounts are correct.
- Using the most current statement or bill AND the list of your payment details which you retained from the pre-transition checklist, verify the following in your Choice Bank Bill Pay for all Payees:
  - Payee Names
  - Be sure that you are able to differentiate between two payees with the same name
  - Payment addresses (the mailing address that you would use if you mailed your payment)
  - Payee phone numbers
  - Your account number with payee
  - Pending payment amounts, recurring payments models, and due dates
- Re-establish your eBills.

#### NOTE

If you see "Address on File" in place of the physical address. These addresses do not need to be verified. It's possible you may see a different address based upon the relationship we have with the Payee.

### ELECTRONIC PAYMENTS VERSUS CHECK PAYMENTS

We ask that you please be patient as our system consolidates and matches payee information from the conversion during the first 60 to 90 days, which may affect the type of payment (check or electronic) that can be processed both initially and in the future. This will not prevent your payments from being made, but they may initially be delivered by a different method than you are accustomed to. Plan all due dates accordingly. Verify the payment date through the calendar widget post conversion.

