



Everybody's Credit Union

To: TVACCU Bill Pay Members

From: TVACCU

IMPORTANT NOTICE TO ALL BILL PAY MEMBERS

TVA Community Credit Union is excited to announce that we will be launching a new and enhanced Bill Pay service next month - **CheckFree Bill Pay!** On August 13, 2015, we will convert to a new bill payment processor - **CheckFree**. This new platform is one of the most innovative in the country and will include many new features such as:

- * Single sign-on for both Netbranch & Bill Pay
- * Same day payments
- * Pay bills using our Mobile App
- * Transfer funds between financial institutions
- * Send money to anyone as easily as sending a text with our new **Popmoney** personal payment system!
- * Experience *Easier Navigation, Greater Simplicity and More Control!*

PLEASE NOTE THE FOLLOWING IN PREPARATION FOR THE CONVERSION:

- 1. THE LAUNCH DATE OF THE NEW *CheckFree* BILL PAY IS AUGUST 13, 2015. You may begin using the new system on that day.**
- 2. Bill Pay information or history will NOT be transferred to the new *CheckFree* system. Current users will need to print or copy their current Bill Pay information from our current system before 4:00 pm on Monday, September 21, 2015, and re-enter into the new *CheckFree* Bill Pay system.** You will **not** have to re-enter bills that originate *from the Payee*, (example - the utility company automatically takes your bill out of your checking account each month). You may begin using the new *CheckFree* Bill Pay service on the launch date of August 13, 2015, but you will still have access to your old bill pay records until Monday, September 21st at 4:00 pm.
- 3. If you have recurring bills** in the current system - the current bill pay system will still be in effect until September 30, 2015, and you can maintain your current payment schedule through the month of September in the current system if you wish. In that case, when you enroll in the new system, you would need to schedule your recurring payment to begin October 2015. If you have a recurring bill, and you schedule that payment to begin in September in the new *CheckFree* system, please be sure and cancel that payment in the old system for September to avoid double payment of that bill.
- 4. To begin using the new *CheckFree* Bill Pay system *on* or *after* August 13, 2015, simply log into your Netbranch on-line banking account and look for the new *CheckFree* Bill Pay icon.**

We assure you that the many incredible features of our new & advanced **CheckFree Bill Pay** service will far outweigh any inconvenience that you may experience during the re-enrollment process. ***We are here for you every step of the way!***

For Bill Pay Assistance, visit our website at www.tvaccu.com and click on **Need Bill Pay Help? in the upper right-hand portion of our homepage.**



To: TVACCU Bill Pay Members

From: TVACCU

Reminders for new CheckFree Bill Pay System

IMPORTANT DATES TO REMEMBER

August 13, 2015: Launch date of new CheckFree Bill Pay system. You may begin using the new system on that day.

September 21, 2015 - 4:00pm: Last day to print out or copy your current bill pay information from our old system.

September 30, 2015: Last day that any of your bills can be paid from our old system.

IMPORTANT FACTS TO REMEMBER

- ★ **SAVINGS ACCOUNTS:** The new CheckFree Bill Pay system does NOT support Savings accounts. You must open a TVACCU Checking account in order to access the new bill pay system.
- ★ You may begin using the new CheckFree Bill Pay system on the launch date of August 13, 2015. However, our old bill pay system will still be in effect until September 30, 2015, for members who wish to pay September bills using the old system.
- ★ **RECURRING BILLS:** If you have recurring bills in the current system and wish to continue your current payment schedule in the old system through the month of September, 2015, you will need to schedule those recurring payments to begin October 2015 in the new system. If you have recurring bills in the current system and you schedule those payments to begin in September in the new CheckFree system, please be sure and cancel those payments in the old system for September to avoid double payment of those bills.
- ★ You will NOT have to re-enter bills that originate from the Payee, (example - the utility company automatically takes your bill out of your checking account each month).

For more information, visit our website at www.tvaccu.com. For questions, click on **NEED BILL PAY HELP?** in the upper right hand section of our homepage.

WE ARE HERE TO HELP YOU EVERY STEP OF THE WAY!

Your TVACCU Staff



To: TVACCU Bill Pay Members

From: TVACCU

IT'S ALMOST HERE....the new *CHECKFREE* BILLPAY!

To begin using *CheckFree* Bill Pay on August 13th, 2015, simply log into your Netbranch On-Line Banking and look for the *CheckFree* Bill Pay icon. It's that easy!

MOBILE BILL PAY

To begin using the new *CheckFree* Bill Pay on our mobile app, simply log into our TVACCU Mobile App and click on 'Payments'. Its that easy!

There is no monthly service fee for our *CheckFree* Bill Pay service.

As with our current bill pay service, there are fees associated with certain expedited and special services including:

OVERNIGHT CHECK: \$14.95

SAME DAY ELECTRONIC: \$ 9.95

A2A (Account to Account Transfer coming *FROM* your TVACCU Account): \$ 0.50

POPMONEY: Fees begin at \$.65 and depend on amounts and delivery speed. Visit our website for complete details.

For more information, visit our website at www.tvaccu.com. For questions, click on

NEED BILL PAY HELP? in the upper right hand section of our homepage.

WE ARE HERE TO HELP YOU EVERY STEP OF THE WAY!

Your TVACCU Staff

BILL PAY FEE SCHEDULE

There is no monthly service fee for our CheckFree Bill Pay service.

There are fees associated with certain expedited and special services including:

OVERNIGHT CHECK: \$14.95

SAME DAY ELECTRONIC: \$ 9.95

A2A (Account to Account Transfer coming *FROM* your TVACCU Account): \$ 0.50

POPMONEY:

Popmoney Send and Receive Money		
Send Money Fee		Next Day Fee
\$1.00 - \$249.99	\$0.65	\$0.85
\$250.00 - \$999.99	\$0.75	\$1.00
\$1,000.00 and above	\$1.50	\$2.00
Request Money	3 Day Fee	
\$1.00 - \$249.99	\$0.65	
\$250.00 - \$999.99	\$0.75	
\$1,000.00 and above	\$1.50	
	Fee	
Stop Payments	\$20.00	
E-Greetings	\$0.25	



Everybody's Credit Union

TO: TVACCU BILL PAY MEMBERS

FROM: TVACCU

FINAL CHECKLIST FOR NEW *CHECKFREE* BILL PAY

- When you log into your *Netbranch Online Banking* to access the new *CheckFree* Bill Pay for the first time, simply click on **Bill Pay** on the *Netbranch* homepage.
- To get started, Bill Pay will prompt you to enter in your first bill. ***If you have more than one checking account, you will need to double check to make sure that your bill is coming out of your preferred TVACCU checking that you wish to use.*** If the TVACCU checking account that you wish to use is not listed on *CheckFree* Bill Pay, please contact any TVACCU branch to add your desired checking account to the new *CheckFree* Bill Pay system and/or delete any account that you do not want listed in *CheckFree* Bill Pay.
- If you would like to add another sub-user to your *CheckFree* Bill Pay account, you will also need to contact a TVACCU branch in order to add them to your Bill Pay account.
- If you have any questions or issues after you log into the *CheckFree* Bill Pay site, please contact our ***CheckFree specialists at 844-596-1061.***
- As you know, our old Bill Pay will still be accessible to you until ***September 21st, 2015*** and you will still be able to pay your September bills using our old system if you wish. If you need to access the old system between August 13th and the cut-off date of September 21st, you can do so by clicking on the ***'Previous Bill Pay'*** tab on the right hand side of our TVACCU website homepage at www.tvaccu.com.

REMEMBER: Only those bills that you have actually logged into our TVACCU Bill Pay system in order to pay *or* in order to set up on automatic payments will need to be re-entered into the new *CheckFree* Bill Pay system. ***If you have an automatic bill payment that was set up and that originates from the Payee's side, you will NOT have to re-enter those bills. (Example: you went to Florence Utilities' website and set up your utility bill to automatically be taken out of your TVACCU checking account)***