



Bill Pay Upgrade FAQ:

General Information

Cochise Credit Union will be upgrading to new, enhanced, online bill pay system. Our new system will include:

- Full mobile functionality for your phone or tablet
- PayItNow (Person to Person transactions)
- A more intuitive, user-friendly experience

In order to roll out the new, enhanced Bill Pay, we'll need to turn off our current Bill Pay prior to our conversion. Beginning **June 8, 2018** and ending **June 11, 2018** you will not have access to Bill Pay.

In the meantime- Here's What You Need To Do:

1. Document your current payees by June 8th, 2018, including your account number, payee name, and contact information, etc.
2. Print your payment history. You will no longer have access to your current history as of June 9th, 2018
3. Note the dates of the system upgrade.
 - a. Bill pay access will be unavailable : June 9th, 2018 to June 11th, 2018
 - b. New Bill pay system available June 11th, 2018
4. Call or email Cochise Credit Union with and questions or comments.

IMPORTANT DATES

June 8, 2018

This is the last day that the current Bill Pay system will be available. Starting on June 9, 2018 online access to the current Bill Pay program will be unavailable.

June 11, 2018

This is the first day that the new Bill Pay system will be available. The exact time has not been established when access will be, and it may be late afternoon to early evening when the new Bill Pay is live. You will need to enroll in the new Bill Pay and enter you Payee information.

CONVERSION INFORMATION

PAYEES/BILLERS

Will my current Bill Pay information be converted?

No. Upon initial enrollment you will need to set-up your Payees, recurring payments and E-Bills again. **You need to immediately print or record all of your Payee information that you will be using in the new Bill Pay.**

PAYMENTS ALREADY SCHEDULED WILL PROCESS

Yes, we expect payments already scheduled will process as normal through **June 8, 2018**. All Pending Payments will be cancelled when inactivation of the old system takes place on June 9, 2018. Any Paper Payments (checks) in flight will not be cancelled and should be delivered to the Payee. We suggest scheduling all payments prior to **June 8, 2018** or after the conversion on **June 11, 2018**.

REPEATING/AUTOMATED PAYMENTS CONVERT

Will my current Bill Pay information be converted?

No. Upon initial enrollment you will need to set-up your Payees, recurring payments and E-Bills again. **You need to immediately print or record all of your Payee information that you will be using in the new Bill Pay.**

PAYMENT HISTORY

Will my Bill Pay history transfer over?

No, it will not. For tax and other purposes, you may want to print or save your information prior to June 8, 2018 - but we recommend doing it earlier. Your current payment history will be reset as of **June 11, 2018** and will not be available online after the upgrade. **You need to immediately print or record any payment history that is important to you.**

GET READY NOW

You will need to retain the following information prior to conversion:

1. A list of the payees you currently have set up.
2. Detailed payee information such as account number and payment address
3. A list of any e-bills or recurring transfers.

Thank you for your patience and cooperation as we upgrade our bill pay system to better serve you. Please feel free to contact us with questions or comments.