

**Q: How do I register for electronic bill payment?**

A: You may register for Bill Payment either online or by paper-based application (the process varies by financial institution). The online method is invoked the first time you attempt to access Bill Payment. First, you will be requested to read and accept Sharon Savings Bank's authorization disclosure. Failure to accept the disclosure terms prevents the registration process from proceeding. After the disclosure is agreed to, you complete an online registration form. After submission, the registration form is electronically forwarded to Sharon Savings Bank for review. Sharon Savings Bank is responsible for checking the information submitted and for assigning the payment plan.

If you try to enter Bill Payment during the application-processing period, you will be shown a page requesting that you wait for the acceptance notification.

**Q: How are payments processed?**

A: We issue two kinds of payments, electronic and check:



- When scheduling a payment to a payee that we pay electronically, please select a *send date* that is at least 3 days in advance to the due date
- When scheduling a payment to a payee that we pay by check, please select a *send date* that is at least 5 days in advance to the due date

Use our calendar widget when scheduling payments to assist in understanding when a payment will be delivered by, based on the send date you choose.

**Q. How do I pay someone new?**

A. Adding a new payee is simple. Simply type the name of the person or company in the “*Need to pay someone new?*” field and click **Add**.



- We will ask just a few questions like your account number or where you send your payment. Fill out the form, click the **Add payee** button and you are ready to make a payment.

- **Note:** If you don't have any payees set up, or just a few, we will suggest some common payees at the bottom of the page. If you see anyone there you need to pay, click their name to begin the add process.

**Q: When I add a new payee to my bill payment account, or change my account number, how quickly will the change take place?**

A: When you update the information for the bill payment account, the changes are implemented virtually instantaneously.

**Q: Can I receive an annual summary of my bill payments sorted by category or payee?**

A: Not at this time.

**Q: Can I use electronic bill payment with all my accounts?**

A: No, only checking accounts can be used for bill payment purposes.

**Q: When is bill payment available?**

A: You can schedule payments 24 hours a day, seven days a week.

**Q: Are my bill payment transactions reflected as Online Banking transactions?**

A: All bill payment transactions become part of the Online Banking transaction history and show up in personal financial management applications when the transaction history is downloaded.

**Q: How do I add new payees?**

A: You can add payees by accessing the Add Payee screen. New payees will be added to the payee list immediately.

**Q: Is it possible to schedule recurring payments?**

A: Yes. You can schedule weekly, bi-weekly, semi-monthly, monthly, quarterly, semi-annually, and annually recurring payments. The final payment of a recurring scheme is designated by a 'Final Payment Date.'

**Q: When will the funds be taken from my account?**

A: Funds will be debited from your *funding account* within 2 days of the payment's *Send on date*. Please make sure you have the appropriate funds available in your account. An NSF will result in your Bill Pay account being blocked and all future scheduled payments canceled.

**Q: Can bill payment be used when I am out of the country?**

A: Bill payment provides you with peace of mind when you are traveling for an extended period of time. All you need is access to the Internet with a secure browser and you can pay your bills while out of the country. Payees must be located within the 50 United States and Territories.

**Q: Is there a limit to the number of bill payment accounts I can set-up?**

A: Yes, you are limited to one bill payment account.

**Q: Who can be paid using the bill payment system?**

A: Anyone in the 50 United States and territories who can accept a check can be paid using the bill payment system. You can pay practically anyone- charge accounts, utilities, auto loans, professionals, even a lawn service or a relative. However, tax payments (such as federal, state and local) and court directed payments (such as alimony and child support) cannot be processed through our online bill payment system.

**Q: Can I pay my bills on the weekend?**

A: You can set up your payments during the weekend. However, the system will prohibit you from scheduling a single payment and the first of a recurring payment on the same weekend. This is because payments scheduled for the weekend are always processed on the Friday before. Therefore, when scheduling payments on a weekend, the first day for which you can schedule payments (single or recurring) is the first business day following the weekend. Generally, single or recurring payments that fall on a Saturday, Sunday or bank holiday are processed on the previous business day and are debited from your account within two business days. If a bank holiday falls on either a Friday or Monday, the debit will occur within three days.

**Q: If I schedule multiple bill payments for a single day, how will my account be debited- as a lump sum or separately?**

A: Each bill payment is debited separately.

**Q: What if I do not have sufficient funds on the day Bill Pay debits my account?**

A: Following is a summary of Bill Pay Insufficient Funds procedure:  
A block will automatically be placed on all accounts that have an ACH debit returned to bill payment services. No additional bill payments will be processed until the account is properly funded and the return(s) cleared. If a payment request is received while the account is blocked, a letter will be sent notifying you that the payment(s) will not be processed. A copy will also be sent. **What is an eBill?**

Simply put, an eBill is an electronic copy of your paper bill that you can view anytime from within the Bill Pay service.

eBills are a secure and convenient way to keep all of your bills in one place. We'll let you know when your bill arrives, and we will help you keep track of when it is due so you never have a late payment.

- o be sent to the Financial Institution.
- Upon the first return, Bill Pay will automatically re-send all ACH returns under \$100.00. Exception: debits for payments in which the credit portion was sent electronically will be resent regardless of the dollar amount without financial institution verification.
- Bill Pay will contact the financial institution to verify all returns exceeding \$100.00. If funds are available, they will re-send the return(s). If funds are unavailable and if the payment was made by check, a stop payment will be placed.

**Q: Are all debits and credits sent out at the same time?**

A: Yes, they are all sent out at the same time.

**Q: How is my account debited?**

A: Your account is debited via ACH.

**Q: What is ACH?**

A: Automated Clearing House is a funds transfer system which provides for the interbank clearing of electronic entries for participating financial institutions.

**Q: If I make an error in selecting an electronic payee and it results in a late fee, am I responsible for the charges?**

A: If you select an electronic payee with an address that is different from that indicated on the payment coupon, then you are responsible for the late fee. You always have the option to manually enter a different address for a payee. If you select an electronic payee with the address that matches that indicated on the payment coupon, and M&I routes the payment incorrectly, then Bill Pay will take responsibility for the late fee.

**Q: How do I place a 'stop payment' on a bill payment?**

A: A payment may be edited or deleted anytime before the "process date." Payments that have been remitted electronically cannot be stopped.

**Q: What is an eBill?**

A: Simply put, an eBill is an electronic copy of your paper bill that you can view anytime from within the Bill Pay service. eBills are a secure and convenient way to keep all of your bills in one place. We'll let you know when your bill arrives, and we will help you keep track of when it is due so you never have a late payment.

**Q: How long do you store my payment history and eBills?**

A: We make your last 24 months of payment history and eBills available online for you to view. If for some reason you need payment information dating back past 24 months, give us a call and we will assist in retrieving that information.

**Q: Can I choose what notifications are sent to me?**

A: We send many types of notifications and alerts to you via email to keep you informed and up to date regarding your payments. Some alerts are crucial and cannot be turned off, but there are many others you can choose to "turn on" or "turn off".

**Q: How do I change my email address?**



## BILL PAYMENT FREQUENTLY ASKED QUESTIONS

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A: We are working on a solution that will allow you to change your email address in one place and have it update all of our various systems. In the meantime, if you need to change the email address we use to contact you for Bill Pay related items, please contact us at 610-586-4070.