

Attention Existing Bill Pay Users – Revised with Additional Information

On June 22, 2010, floridacentral will transition to our Bill Pay company; therefore, we ask that all Bill Pay members take the additional steps needed to ensure that all their Bill Pay account information is accurate. *Please carefully read the following important information about floridacentral's online Bill Pay:*

- In order to make this transition, Bill Pay *will be unavailable* from Tuesday, June 15, 2010 until Wednesday, June 23, 2010.
 - All bills scheduled to be paid during this time will be processed as usual.
- All payments needing to be made between Tuesday, June 15, 2010 and Monday, June 28, 2010 *will need to be scheduled prior* to Tuesday, June 15, 2010.
- All payments scheduled for June 23, 2010 and after will be made through the new Bill Pay system.
- With the new Bill Pay system, all payments will be debited only from your floridacentral checking account.

Funding Account:

- Funding Account: Verify your 'Funding Account'
 - After the transition, if you have more than one 'Funding Account' in your Bill Pay account, you will be asked which account to make the payment from. If it is an old account that is no longer open or you no longer use, the payment will be rejected if this account is selected. If you select the correct active funding account, the payment will process as usual. Please contact us at (813) 879-3333 or (800) 528-3330 and we will deactivate the old funding account(s).

Payments:

- Payee data (names, account numbers, addresses, etc): Only original payee information will forward into the new Bill Pay system. Therefore, we ask that all members using Bill Pay to print their current Payee's information, so that the information can be reviewed and verified for accuracy after the transition.
 - Each payee will need to be printed individually or a current bill will also work to verify this information, so that the address, account number, and payment amount can be verified for accuracy.
- Recurring scheduled bills will carry over; however, after the transition, we ask that all members with recurring scheduled bill payments review and verify them for accuracy (payee data: account number, billing address, due date, etc.).
- **Information not carrying into the new Bill Pay system:**
 - eBills: Since this information will not carrying into your Bill Pay account, we recommend that you set up your eBills again after the transition.
 - Existing Payee data: only *original* payee information (account number, payee address, amount, payment date, etc.) will carry into the new system. After the transition, please review and verify all payees for accuracy and make adjustments as needed.
 - Cancelled Payment and Payee History: This is history for those payments and payees you have cancelled in your current Bill Pay account.
 - Multiple Recurring Payments: If there are several recurring payments scheduled for the same account number with the same payee, the following will happen:
 - The schedule for one of the recurring payments will carry into your new Bill Pay account and the other will be cancelled. We are unable to determine or control which one is transferred and which one is cancelled.
 - We recommend that after the transition you review your multiple recurring payment schedules.

- Some payment history will carry into the new Bill Pay system, but not all; therefore, we ask that Bill Pay members who wish to print their Bill Pay history do so prior to Tuesday, June 15, 2010.

Additional Information:

- With the new system, bills will be paid electronically or by a physical check with your account information on it just as if you wrote it from your checkbook.
 - After the transition, some payments that were previously sent as a paper draft may be sent electronically. On the other hand, some payments that were previously sent as an electronic payment may be sent as a paper draft.
- If your payment is sent as a physical check, you will be able to:
 - View a copy of these checks in Internet Banking as check images.
 - Place a stop payment on these checks more easily.

If you have any questions, please feel free to contact floridacentral Credit Union at (813) 879-3333 or (800) 528-3330.

