

CSE Credit Union Bill Payment Conversion FAQs

<p>When will my access to the current Bill Payment stop?</p>	<p>Beginning at approximately 4:00 P.M. EST on March 17, 2020, online access to your Bill Payment will be restricted and unavailable. Our new Bill Payment service will be available by mid-day March 19, 2020.</p>
<p>Will my current Bill Payment information be converted?</p>	<p>Yes, all your current payees will be converted to the new system. However, we encourage you to review and confirm that all your payee information in the new system is accurate.</p>
<p>Will my eBills* be converted?</p> <p><small>*eBills are electronic versions of your paper bills. Your biller sends them to you through Bill Payment instead of to your mailbox.</small></p>	<p>No. On March 11, 2020, eBills will be deactivated from our current Bill Payment system. If you rely on eBills, we encourage you to arrange for an alternate bill notification and payment method during the month of March. When the new Bill Payment system is active, you will need to re-enroll in eBills.</p>
<p>Will my Bill Payment history transfer over?</p>	<p>No, it will not. You will not have access to past payment history. You may want to print or download your information prior to March 17, 2020 by going to Payment Records in Bill Payment.</p>
<p>How will I enroll in the new Bill Payment service?</p>	<p>Log in to CSe-Banking and then select the Bill Payment tab. The first time you click on Bill Payment, you'll need to review and agree to the terms and conditions.</p>
<p>What if I have payments scheduled on or after March 18, 2020?</p>	<p>All payments will be made even during the conversion period. If you scheduled a payment for on or after March 18, 2020, the payment will still be processed.</p>
<p>Will Bill Payment processing time be impacted with the new system?</p>	<p>In some cases, payments may be processed faster. Same day and next day mail options are also available with a fee.</p>
<p>How do I get help or support with Bill Payment?</p>	<p>On March 19, 2020, we will have additional information on our website about the new Bill Payment service. Within the Bill Payment tab, there is a Help Center. You may also call 833-827-7971 between the hours of 7:00 A.M.-1:00 A.M. EST 7 days/week.</p>
<p>Are there any new features in the new Bill Payment service?</p>	<p>Yes. The new Bill Payment service will include an Account-to-Account feature which will enable you to transfer funds from your CSE account to your account at another financial institution. A \$2.00 fee will apply.</p>