



Bill Pay Users,

Pen Air's improved Payments Solution inside Online and Mobile Banking is on its way! New ways to Send Money will allow you to pay your bills, pay a person, and transfer money to external accounts in one convenient location inside Online Banking and our Mobile App, offering a simpler and smarter payment experience!

We want to keep you updated every step of the way, so please take a moment to review some important dates affecting your Pen Air **Bill Pay**.

Thursday – October 15, 2020 5:00 pm CT

- **Bill Pay** will not be accessible to schedule new payments or edit existing payments as of 5:00 pm CT on October 15, 2020.
- Your **Bill Pay** history is available to download in the current system any time prior to 5:00 pm CT on October 15, 2020. Simply navigate to Bill Pay > View Payment History > Download, inside Online Banking.

Friday – October 16, 2020

- Despite not having access to **Bill Pay**, payments scheduled for October 16, 2020 will process as normal.
- Pending scheduled payments and recurring payments that are scheduled to process on October 19, 2020 and later will process in the new upgraded service.
- Payees, scheduled payments, recurring payments, and 24-months of your bill payment history will be converted to the upgraded service.

Monday – October 19, 2020

- The new Send Money solution will be available at 8:00 am CT.

We know you're going to love the ease and simplicity of our new Payments Solution, making your payments and transfers a breeze in one central location. For more information, read these [helpful FAQs](#) about the upgraded service and how it will work. **You can also get a sneak peek of the upgrades by [clicking here!](#)**

Respectfully,

Pen Air Federal Credit Union