

Bill Pay Update Talking Points

GECU is adding even more convenience to Bill Pay with an update that will allow members to make multiple payments simultaneously. Bill Pay will be intermittently unavailable on February 25th from 9 pm to 1 am February 26th while we add this exciting new feature.

FAQ's

What happened to the current Bill Pay system?

We updated the current system to provide more ease and convenience. The updated Bill Pay allows you to make multiple payments to multiple billers simultaneously.

When will the change take place?

The update will be installed February 25th at 9pm and continue until 1 am February 26th.

Will my scheduled payments be made?

Your scheduled payments will be made on the days you selected.

How much of a difference is there between systems?

The updated Bill Pay works just the same as the previous version, with the added convenience of being able to make multiple payments to multiple billers at once.

How do I make simultaneous multiple payments in the new Bill Pay?

To make multiple payments:

- Select the "Pay All" button at the bottom of the screen. This new feature allows members to see the full amount owed on each account.
- Enter the payment delivery date or click the calendar icon to display a calendar with available delivery dates in blue for each biller.
- Click on the "Pay" button to make your payments. A confirmation message will appear in the bottom half of the payee tile for your reference. Each payment will have its own individual confirmation number.
- Members still have the option of making individual payments if they do not want to process all their payments simultaneously

Are there differences with the login?

You login the same way you did prior to the update. Simply use your GECU Mobile App or Online Banking using your same username and password.

Did all payee information and history convert over?

Yes. All of your payees, pending payments, scheduled recurring payments, reminders, eBills, and payment history is available in the updated Bill Pay.

What is an eBill?

An eBill is an electronic version of your paper bill that you receive directly within GECU Bill Pay. An eBill allows you to conveniently view and pay a bill in one place, right from Bill Pay.

How do I know when my eBills are delivered?

Once you set up an eBill, you will automatically receive an email notification when your eBill arrives. There are also notifications on the “My Bills & People I Pay” page of the new Bill Pay to alert you of any eBills that need your attention.

Did my eBills automatically convert to the updated Bill Pay?

Yes. All your bills show up in the updated Bill Pay. You can set up new eBills by clicking the “Get eBill” like that appears next to your existing payees that accept eBills.

How do I make sure a payment has been made?

To view payments that have been made in the updated Bill Pay look at the list of “Scheduled payments”, “In-process payments”, or “Recently processed payments” on the right hand side of the “My Bills & People I Pay” page. You can click on the “View payment history” link to view additional details.

How does my account information appear in the new user interface?

Payee names and the last four digits of account numbers appear on the home page instead of the entire Payee name. For this reason, we recommend giving each payee a unique nickname so you will be able to easily scan bills.

How do I change a nickname in the new system?

To change a payee nickname click on the “Options” link below the payee name. Then click on the “Account Information” tab. Next, enter a new nickname, and save your changes.