



# IMPORTANT

## >>> NOTICE <<<

Thank you for being a valued Century Federal Credit Union member. This communication is a follow-up to the initial notice sent to all existing bill pay enrollees pertaining to our upcoming system upgrade. We previously communicated that we will be upgrading our bill pay solution to iPay.

During this transition, members can expect the following:

### **Bill Pay**

- Bill Pay will temporarily be unavailable from **September 25, 2023- October 2, 2023**.

### **Subscribers, Bank Accounts, Payees, Pending Payments, and Recurring Payments**

- Existing subscribers, bank accounts, payees, pending payments, and recurring payments will be transferred to the new system.
- **Duplicate subscribers** have been consolidated. If you currently have more than one bill pay subscriber ID, on the new bill pay system you will have one. The new system will allow you to sign in under one subscriber profile, giving you the option to select the funding account that you choose to pay bills from.
- On **October 3, 2023**, it is recommended that members login into their online banking accounts to access bill pay, confirming that the transfer of their bill pay account information is accurate.

### **Scheduled/Recurring Payments**

- Payments scheduled beginning **September 30, 2023- October 2, 2023**, will be processed on **October 3, 2023**. To avoid any disruption in your scheduled/recurring payment cycle, please adjust any applicable payment (s) to a date prior to **September 30, 2023**. The last day in which payments can be adjusted on the current system is **September 24, 2023**.

We appreciate your continued support as we make the necessary changes required to better serve the needs of our members.

***If there are any additional questions or concerns, please contact our Member Service Center at 216-535-3200 or toll-free at 800-615-(CFCU) 2328.***

September 12, 2023