

## Prepare for your Bill Pay Upgrade on August 1, 2018

Cooperative Center FCU is upgrading Bill Pay on August 1, 2018 to make paying bills better, easier and more convenient than ever, giving you more freedom to enjoy life.

This upgrade should not disrupt your service. In fact, we're making the entire upgrade as simple and seamless as possible for you.

Here's what you can expect when your Bill Pay upgrades on August 1st

- You will be prompted to answer a challenge phrase the first time you log in to your upgraded Bill Pay account.
- All of your payees and any scheduled payments will automatically carry over to the new system.
- Your current payment history will be reset as of August 1st and will not be available online after the upgrade. You need to immediately print or record any payment history that is important to you.
- If you need to add a new payee, just select the "Add a Payee" button at the top of your dashboard.
- For more information about adding payees and scheduling payments, go to the "Help" tab in your Bill Pay.

Please [view a short demo](#) Contact Cooperative Center FCU at (510) 845-6428 with any questions about your account.

The screenshot shows a web interface for Bill Pay. At the top, there are navigation tabs: Payments, Pay a Person, GiftPay, Calendar, My Account, and Help. Below the tabs, there is a welcome message: "Welcome Web Demo | demo@bills.com | Last login: 01:57 PM on 06/07/2016". There are also links for "Messages (1)" and a phone number "877-241-9019". A red "Attention Required" alert is visible in the top right corner.

The main section is titled "Payments" and includes a "Display:" filter (All, Last 30 days, eBills, Company, Individuals, Inactive, Hidden (0)) and a search bar for payees. Below this is a table of payees:

Pay To	Pay from	Amount	Payment date	Actions
American Express ****3456 Electronic	Primary Chec.***5676	\$ 0.00	MMDDYYYY	Pay Make it Recurring Add Memo/Comment
Day Care ****6789 Check Last paid: \$500.00 on 06/14/2016	Primary Chec.***5676	\$ 0.00	MMDDYYYY	Pay Make it Recurring Add Memo/Comment
Lawn Service ****4321 Check	Primary Chec.***5676	\$ 0.00	MMDDYYYY	Pay Make it Recurring Add Memo/Comment