

XpressLink Bill Pay Upgrade FAQs

Q: Who will this change benefit?

A: This upgrade will benefit all members currently using XpressLink Bill Pay for their personal accounts.

Q: Will there be any interruption in Bill Pay service as ELGA transitions to the new services?

A: Yes, XpressLink Bill Pay will not be available from 11:30 am EST, Thursday, October 23rd through 8:00 am EST, Monday, October 27th.

Q: If I have payments already scheduled on the 24th when will they be sent?

A: Payments currently scheduled to debit your account on the 24th will be processed by the new XpressLink Bill Pay on the 27th. If you have a payment scheduled to debit your account on the 24th you may want to consider scheduling it a few days early to be sure it will arrive on time.

Q: Will all my payments and payees transfer to the new XpressLink Bill Pay?

A: Yes, all payees and scheduled payments will transfer. We suggest that you log in on Monday, October 27th and review all scheduled payments and payees to make sure everything transferred to your satisfaction.

Q: If my current payment is sent electronically will it continue to be sent electronically?

A: We cannot guarantee that each payment will be sent the same way it is sent in our current XpressLink Bill Pay. Most payments will be sent electronically.

Q: How will I know if my payment will be processed by check or sent electronically?

A: When you log in to the new XpressLink Bill Pay you will be able to view how each payment is sent under the payee record.

 Cellular One SPRINT ****5555 <i>Electronic</i> ←	Primary Chec...***5676 ▼	\$	10/03/2014  Process Date: 10/2/2014	Pay Make it Recurring Add Comment
Last paid: \$75.00 on 09/26/2014 Set up eBill				
 Day Care Day Care ****6789 <i>Check</i> ←	Primary Chec...***5676 ▼	\$	10/07/2014  Process Date: 10/2/2014	Pay Make it Recurring Add Comment
Last paid: \$500.00 on 10/03/2014				

Q: When a payment is sent by check will it still clear immediately?

A: No, effective October 27th the check will not be deducted from your account until the check clears.





Q: Will my payment history be available in the new XpressLink Bill Pay?

A: Yes, you will have 12 months of payment history available.

Q: Who do I call if I have any questions about payments made with the new XpressLink Bill Pay?

A: In the top right hand corner of the XpressLink Bill Pay site there is a support phone number. There is also a link for live chat support.

Welcome Web Demo | demoaccount@ipaymybills.com | Last login: 02:36 PM on 09/25/2014

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