

# Bill Pay Terms & Conditions

## **Introduction:**

This is your bill paying agreement with North East Texas Credit Union.

You may use North East Texas Credit Union bill paying service, NETPay, to direct North East Texas Credit Union to make payments from your designated checking account to the Payees you choose in accordance with this agreement. The terms and conditions of this agreement are in addition to the account agreements, disclosures and other documents in effect from time to time governing your account.

## **Service Fees:**

There is a \$5.00 monthly service fee for non-Platinum accounts.

## **Instructions for Setting up Payees & Payments:**

Payees: If you want to add a new Payee, first select the Payee tab located in the bill pay menu.

▶ North East Texas Credit Union reserves the right to refuse the designation of a Payee for any reason.

## **Payments:**

You may add a new payment to a Payee by accessing the service and entering the appropriate information. Most other additions, deletions, or changes can be made in writing or by using the service.

▶ You may pay any Payee within the United States (including U.S. territories and APO's / AEO's).

▶ North East Texas Credit Union is not responsible for payments that cannot be made due to incomplete, incorrect, or outdated information.

## **Payment Limits:**

▶ There is a daily cap of \$99,999.99 for all payments.

▶ Payments to individuals using the email option are limited to \$2,500.00 per day.

▶ Payments to individuals using the ACH or check option are limited to \$1,000.00 per payment and \$2,000.00 per day.

## **The Bill Paying Process:**

Single Payments - A single payment will be processed on the business day (generally Monday through Friday, except certain holidays) that you designate as the payment's processing date, provided the payment is submitted prior to the daily cut-off time on that date. The daily cut-off time is currently 2:00 PM.

A single payment submitted after the cut-off time on the designated process date will be processed on the next business day. If you designate a non-business date (generally weekends and certain holidays) as the payment's processing date, the payment will be processed on the first business day following the designated processing date.

## **Recurring Payments:**

When a recurring payment is processed, it is automatically rescheduled by the system. Based upon your selected frequency settings for the payment, a processing date is calculated for the next occurrence of the payment. If the calculated processing date is a non-business date (generally weekends and certain holidays), it is adjusted based upon the following rules:

▶ If the recurring payment's Pay Before option is selected, the processing date for the new occurrence of the payment is adjusted to the first business date prior to the calculated processing date.

▶ If the recurring payment's Pay After option is selected, the processing date for the new occurrence of the payment is adjusted to the first business date after the calculated processing date.

*Note: If your frequency settings for the recurring payment specify the 29th, 30th, or 31st as a particular day of the month for processing and that day does not exist in the month of the calculated processing date, then the last calendar day of that month is used as the calculated processing date.*

## **Single and Recurring Payments:**

The system will calculate the Estimated Arrival Date of your payment. This is only an estimate, so please allow ample time for your payments to reach your Payees.

## **Cancelling a Payment:**

A bill payment can be changed or cancelled any time prior to the cut-off time on the scheduled processing date.

## **Liability:**

▶ You will be responsible for any bill payment request you make that contains an error or is a duplicate of another bill payment.

▶ North East Texas Credit Union is not responsible for a bill payment that is not made if you did not properly follow the instructions for making a bill payment.

▶ North East Texas Credit Union is not liable for any failure to make a bill payment if you fail to promptly notify North East Texas Credit Union after you learn that you have not received credit from a Payee for a bill payment.

▶ North East Texas Credit Union is not responsible for your acts or omissions or those of any other person, including, without limitation, any transmission or communications facility, and no such party shall be deemed to be North East Texas Credit Union's agent.

## **Amendment:**

North East Texas Credit Union has the right to change this agreement at any time by notice mailed to you at the last address shown for the account on North East Texas Credit Union's records, by posting notice in branches of North East Texas Credit Union, or as otherwise permitted by law.

## **Termination:**

▶ North East Texas Credit Union has the right to terminate this agreement at any time.

▶ You may terminate this agreement by written notice to North East Texas Credit Union.

▶ North East Texas Credit Union is not responsible for any fixed payment made before North East Texas Credit Union has a reasonable opportunity to act on your termination notice.

▶ You remain obligated for any payments made by North East Texas Credit Union on your behalf.