



# Quick Pay FAQ

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## FAQ External

### **What does TCU's new payment reminder service include?**

Our reminder service allows you to opt in for payment reminder notifications via text message. This includes advanced notifications 10 days and 3 days before your loan payment due date, plus a final reminder 3 days after your due date has passed if the payment was not made.

### **How do I opt in?**

If you provided us with your mobile phone number you will receive an initial text, which will offer you the opportunity to opt in or opt out of the service. If you respond "YES" to that initial text, you will be opted in for reminders. If you have multiple loans tied to the same mobile number, you will only receive one opt-in message. You can also opt in by texting "Travis" to 32576.

### **How do I opt out?**

You will be able to opt out during the initial notification email by responding with "STOP" or "NO." If you do not respond to the text, one final offer will be made prior to the next due date, after which you will automatically be opted out if no response is received. You can also opt out by texting "STOP" to 32576. If you have any issues opting out, please call 1-833-641-2105 for additional assistance.

### **How do I make a payment?**

The text reminder will contain a link to our QuickPay webpage, where you can make an online payment either by logging in, or as a guest. QuickPay and over-the-phone credit and debit card payments are optional, expedited payment services offered to provide additional levels of convenience. To facilitate these services, a processing fee may be assessed as disclosed in our Fee Schedule. If you would like to utilize our traditional payment options, the following payment methods are available at no cost:

- Check or money order mailed to P.O. Box 2540, Vacaville, CA 95696
- In person payments at any of our branch locations.
- Online transfers through your Online Banking profile.
- Online transfers or mobile check deposit payments through our Travis Credit Union app, available for Apple and Android.
- Automatic payment set up either with Travis Credit Union, or through a Bill Pay service offered by your other financial institution.