

External Payments FAQs

Will there be a fee to make payments?

There is a \$2.00 fee for making guest payment, \$10.00 for making the payment with a representative, or FREE if you login to your Online Banking or the Mobile Banking App.

I'm trying to login using my email address and/or phone number and it's not working.

If this is the first time you have used this service, you must enter your account number. Once your email and phone number is confirmed during your first session, you can use your email and/or phone for future visits.

Will I have access through Online Banking and Mobile Banking?

Yes, you can sign into Online Banking or the Mobile Banking App and have access without needing a second login.

What type of payment methods are accepted?

Acceptable payments are checking and savings accounts, Visa, Mastercard and Discover debit cards only. No credit cards.

Can I login without having an Online Banking setup?

Yes, you can login without using Online Banking or having it set up. You can use your online banking or guest website.

For Pay by Text can I have multiple loans set up with one phone number?

Yes, you can pay multiple loans with the same phone number.

Can I pay my mortgage using this service?

Yes, all SSSCU loans can be paid using this service.

Can joint account holders register in their name?

Registration can only be done by the primary member. Joint account holders cannot use their own information to register.



I have a mailing and physical address which zip code do I use?

You would use the zip code for your physical address.

How soon can I expect my loan to be paid?

This is a real time service so you should see your loan payment right away!

I keep getting an error message saying "The Debit Card Number entered is not valid. Please check the details and try again (630)" but the information is correct.

Make sure that the card entered is a Debit Card and not a Credit Card. We do not accept credit card payments.

Every time I click on External Payments, it takes me to the main website.

If you currently do not have an open and active loan, you cannot use this service.

Revised: 7/28/2023

