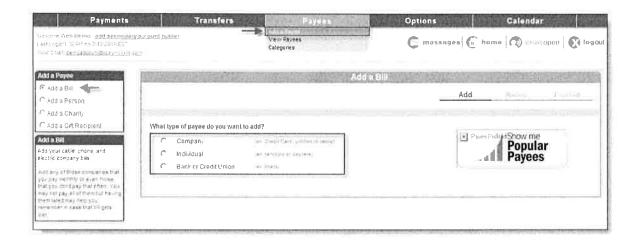
Section Four Payees Tab

Add a Payee - Add a Bill



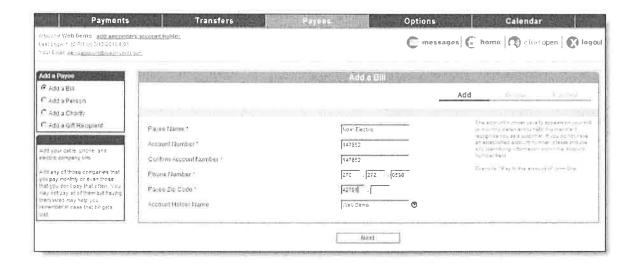
You can add your payees to your bill pay account by accessing the "Payees" tab. When selecting this tab, select "Add a Payee". After making this selection you will be presented with the image displayed above. The PLUS product allows you to choose between four different payee types:

- 1. Add a Bill
- 2. Add a Person
- 3. Add a Charity
- 4. Add a Gift Recipient

When you choose the "Add a Bill" selection you will be presented with 3 payee types to choose from:

- 1. Company (ex. Credit Card, utilities, cable, etc)
- 2. Individual (ex. Landlord, daycare, etc)
- 3. Bank or Credit Union (ex. Loans)

You will see the "Add a Bill – Company" option discussed on the next several pages.

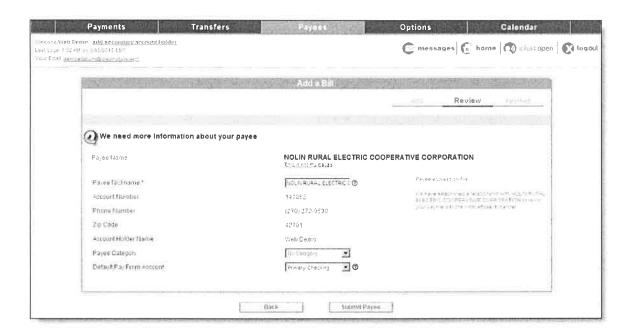


When selecting the Add a Bill – Company option you will be directed to a screen similar to the image depicted above. On this "Add" screen you must enter the following information related to your payee:

- Payee Name (Formal name from remittance slip/bill)
- Account Number (your account number with this payee)
- Confirm Account Number
- Phone Number (this is the payee's phone number from remittance slip/bill)
- Payee Zip Code
- Account Holder Name (this will be defaulted to the primary subscriber's name, but can be changed to reflect the actual name of the person attached to this bill)

After entering this information select the "Next" button.

Add a Payee - Company - Review



After submitting your payee information you will be directed to the "Review" screen, similar to the image depicted above. From this screen be sure to identify that this is, indeed, the payee that you intend to pay from this bill pay site. Additionally, you may add the following information from this review screen:

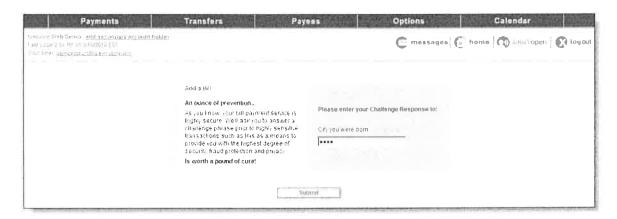
- Payee Nickname (this will be defaulted to the formal payee name that you entered, but it can be changed to a name that would enable you to easily identify this payee)
- Payee Category (PLUS product only)
- Default Pay From Account (if you have added multiple pay from accounts, select the appropriate account to pay this bill)

After entering this information and confirming this is the correct payee select the "Submit Payee" button.



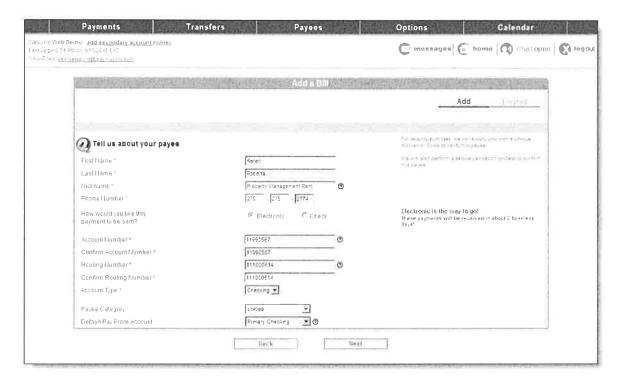
After adding and reviewing your payee information you will be directed to this "Finished" screen. You may schedule your first payment to this newly added payee. This "Finished" page will also inform you how long you should allow for payments to reach this payee, and whether the payment will be sent electronically or by check.

Add a Payee - Add a Bill - Individual - Challenge Phrase



When you select the "Add a Bill – Individual" option you will first be posed with one of your Challenge questions that you selected during the enrollment process. You are posed with a question here as an extra layer of security. Enter your Challenge Response and select the "Submit" button.

Add a Payee - Add a Bill - Individual - Add

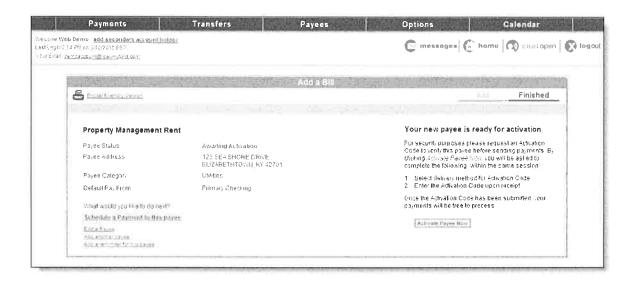


After answering your challenge question successfully you will be directed to this "Add" screen. Since you are adding an Individual as a payee you will need to add the following payee information on this screen:

- First Name (of the individual payee)
- Last Name (of the individual payee)
- Nickname (a name that you can easily recognize)
- Phone Number (this is the individual's phone number, not yours)
- How would you like this payment to be sent? Electronic -OR-Check
 - If you select "Electronic" you must enter the account and routing number information for the individual. If you select "Check" a mailing address must be entered.
- Account Type (Checking or Savings)
- Payee Category (PLUS only)
- Default Pay From Account

After entering all of this information select the "Next" button.

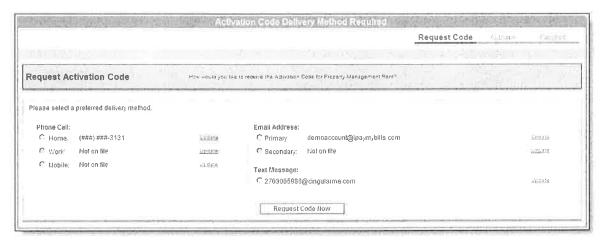
Add a Payee - Add a Bill - Individual - Finished



After entering your Individual payee information and selecting "Next" you will be direct to the "Finished" screen, similar to the image displayed above. Your individual payee will now be "Awaiting Activation". You may initiate the activation process from this screen, or you can complete the activation at a later time from your Home Page or View Payees page.

If you choose the "Activate Payee Now" button you will be directed to the next several screens.

Add a Payee – Activation Code Request



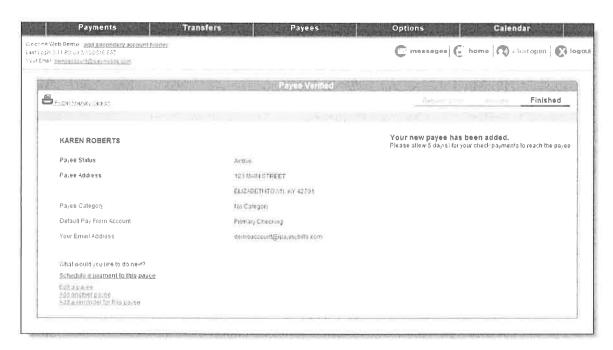
You may choose to receive your Activation code by a phone call, to your email address, or by text message. After selecting your preferred delivery method, select the "Request Code Now" button.

Add a Payee – Activate



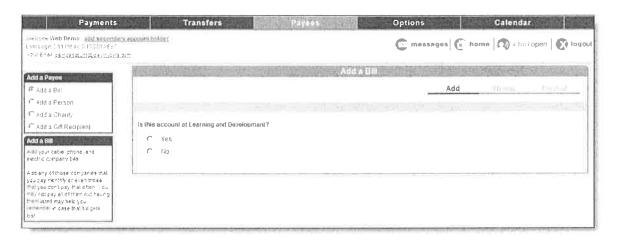
After you select "Request Code Now" you will directed to the "Activate" screen displayed in the image above. Please note the following:

- Your activation code will be sent to you within a few moments
- Remain in your bill pay session until you enter the code; if you leave your current bill
 pay session before entering the code you will have to request a new code be sent
 because the original code sent will be deactivated
- After receiving your code enter it in the space provided (Enter Activation Code field)
- Select the "Submit" button



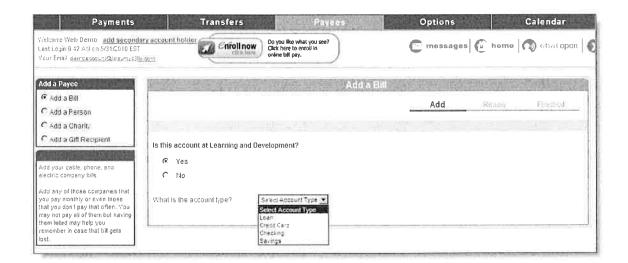
After adding and reviewing your payee information you will be directed to this "Finished" screen. You may schedule your first payment to this newly added payee. This "Finished" page will also inform you how long you should allow for payments to reach this payee, and whether the payment will be sent electronically or by check.

Add a Payee - Add a Bill - Bank or CU



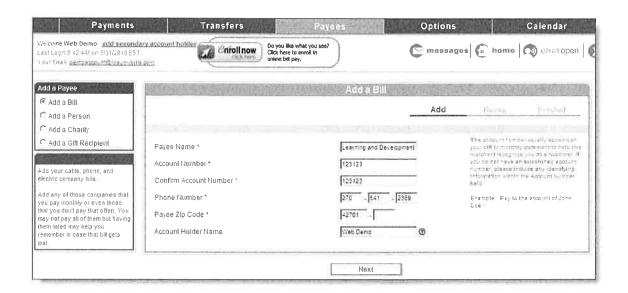
When adding a Bill as a "Bank or Credit Union" you will be posed with the question, "Is this account at your Financial Institution?" Answer "Yes" or "No" to proceed with adding the bank or credit union.

Add a Payee - Add a Bill - Yes - Bank or CU



When answering "Yes", you will be prompted to select an account type; choose from the following:

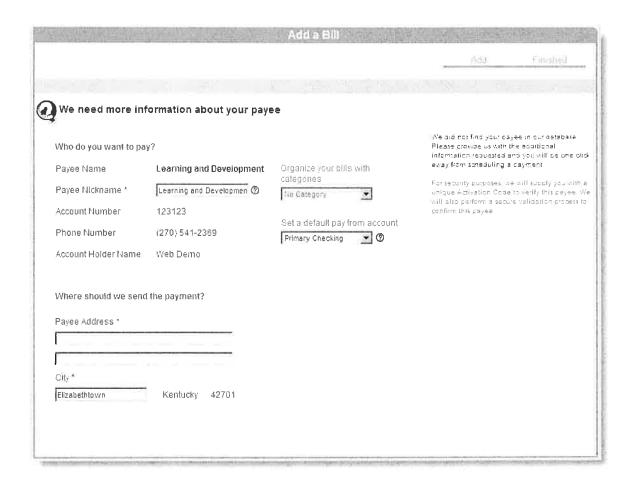
- Loan
- Credit Card
- Checking
- Savings



If you select "Loan" from the Account Type drop down menu you will be directed to the "Add" screen. You should enter the following information on this screen:

- Payee Name (from the bill/remittance slip)
- Account Number (your account number with the payee)
- Confirm Account Number
- Phone Number (payee's phone number)
- Payee Zip Code
- Account Holder Name (the name of the person attached to this bill)

After entering this information select the "Next" button



When the system is unable to locate your payee you will be presented with the "We need more information about your payee" screen, displayed above. On this screen you should first enter the following:

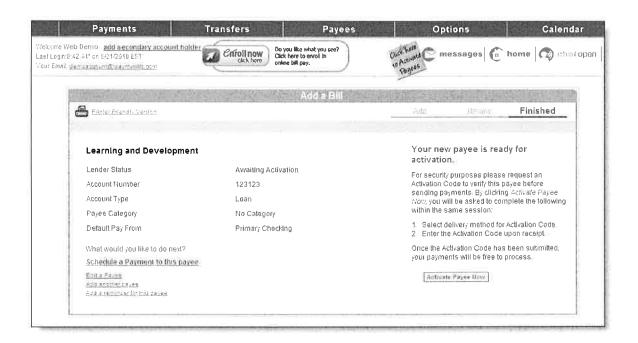
- Payee Nickname (a name that will help you identify this payee)
- Category (PLUS product only)
- Default pay from account (the account that will be used to pay this payee)

Next you will be asked, "Where should we send the payment?" Please enter the following information:

- Payee Address
- City

After entering this information please select the "Next" button.

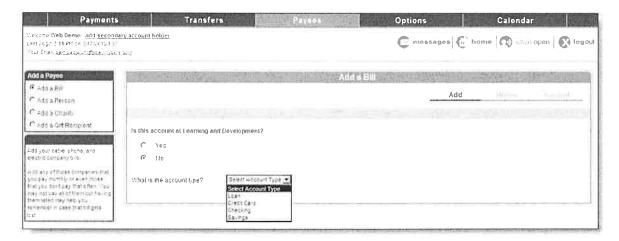
Add a Payee - Add a Bill - Yes - Bank or CU - Loan - Finished



After submitting the mailing address from the previous screen you will be directed to the "Finished" screen. Your payee is now in "Awaiting Activation" status; please select the "Activate Payee Now" button to initiate the activation code process.

After you complete the activation code process your payee will be "Active" and able to have payments sent to it.

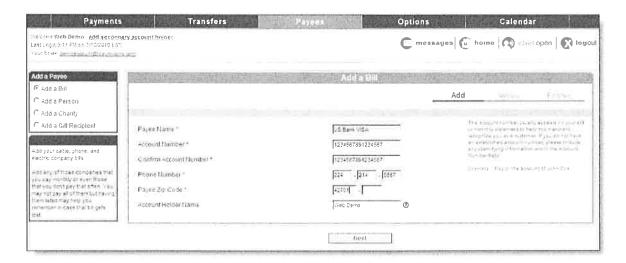
Add a Payee - Add a Bill - No - Bank or CU



When answering "No", you will be prompted to select an account type; choose from the following:

- Loan
- Credit Card
- Checking
- Savings

Add a Payee - Add a Bill - No - Bank or CU - Credit Card

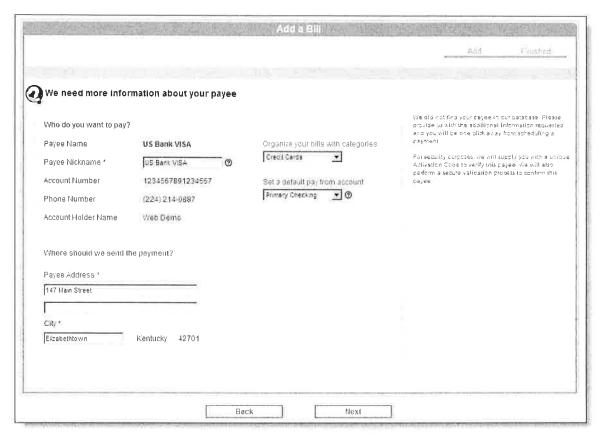


If you select "Credit Card" from the Account Type drop down menu you will be directed to the "Add" screen. You should enter the following information on this screen:

- Payee Name (from the bill/remittance slip)
- Account Number (your account number with the payee)
- Confirm Account Number
- Phone Number (payee's phone number)
- Payee Zip Code
- Account Holder Name (the name of the person attached to this bill)

After entering this information select the "Next" button.

Add a Payee - Add a Bill - No - Bank or CU- Credit Card



When the system is unable to locate your payee you will be presented with the "We need more information about your payee" screen, displayed above. On this screen you should first enter the following:

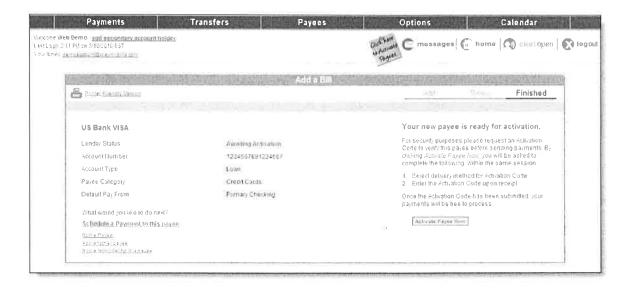
- Payee Nickname (a name that will help you identify this payee)
- Category (PLUS product only)
- Default pay from account (the account that will be used to pay this payee)

Next you will be asked, "Where should we send the payment?" Please enter the following information:

- Payee Address
- City

After entering this information please select the "Next" button.

Add a Payee Finished - Credit Card



After submitting the mailing address from the previous screen you will be directed to the "Finished" screen. Your payee is now in "Awaiting Activation" status; please select the "Activate Payee Now" button to initiate the activation code process.

After you complete the activation code process your payee will be "Active" and able to have payments sent to it.

Add a Payee - Add a Bill - Add a Checking Account - NO



When you answer "No" to the question, "Is this account at...?" you will see the following statement appear on your "Add" screen:

To submit this request, go to Add Transfer Account

Making a payment to an external financial institution is handled through the "Transfers" process in your bill pay site.

Add a Payee - Add a Person - Add



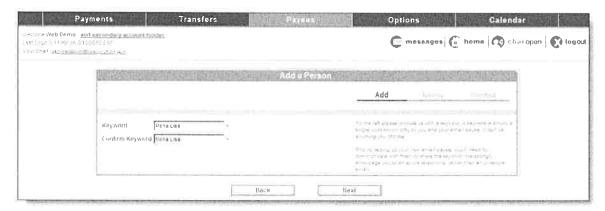
You will be able to "Add a Person" in your bill pay site. On the "Add" screen, please enter the following information:

- Payee First Name
- Payee Last Name
- Payee Phone Number
- Payee Email Address
- Confirm Payee Email Address

An email will be sent to the person you are adding as a payee. This email will be authenticated by the person you are adding to complete the setup process.

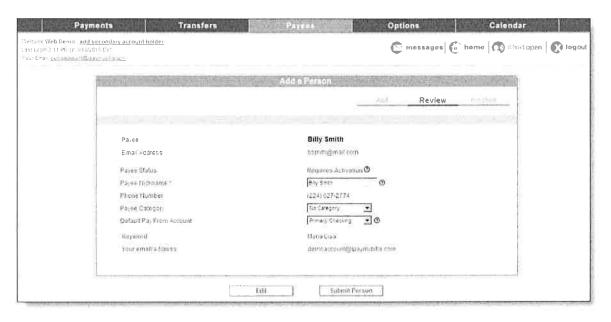
After entering this information, please select the "Next" button.

Add a Payee - Add a Person - Keyword



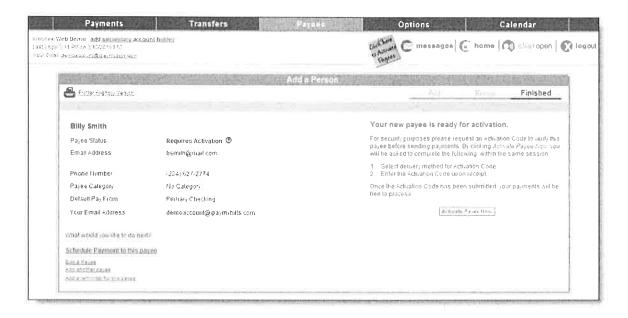
Next, enter a "Keyword" and confirm. This keyword is simply a single word known only to you and your payee; it can be anything you choose. Please communicate this keyword to your payee, preferably by a phone call, prior to completing the setup process. Your payee will be asked to enter this keyword during their email authentication process. After entering the keyword please select the "Next" button.

Add a Payee - Add a Person - Review



When directed to this "Review" screen you will be able to view the payee name, email address, and phone number as well as the Keyword that you created. You will also be able to create a "Payee Nickname" for this payee, select the "Default Pay From Account", and select a "Category" (PLUS only) for this payee. After entering this information and reviewing all entered information, please select the "Submit Person" button.

Add a Payee - Add a Person - Request Activation Code



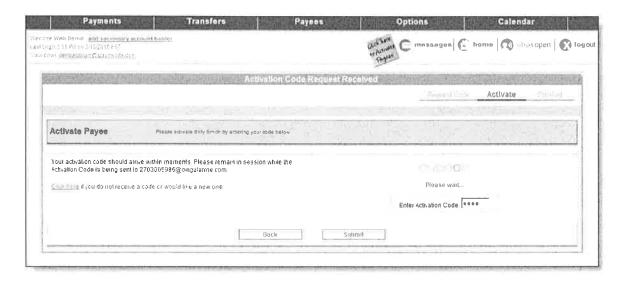
To begin the activation process you will first need to request and submit an accurate Activation Code. Please select the "Activate Payee Now" button to begin this process.

Add a Payee - Add A Person - Request Activation



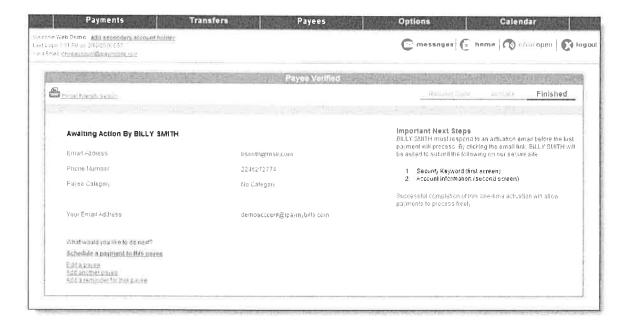
Your current contact information will be displayed on this "Request Activation Code" screen. Please select your preferred delivery method and select the "Request Code Now" button.

Add a Payee- Add a Person – Enter Code



Please remain in your current bill pay session while the activation code is being sent to you. After receiving the 4-digit code, please enter it into the "Enter Activation Code" field. After successfully entering the code, please select the "Submit" button.

Add a Payee - Add a Person - Finished



With your activation process complete, you must now wait for your payee to respond to the activation email that will be sent to them. The payee will be asked to submit the following information:

- Keyword (this is the word that you created during the setup process)
- Account Information (the payee's account number and routing number)

After the payee successfully completes these two steps of the one-time activation process, payments to the payee will be able to process freely.