

# HOW TO MAKE PAYMENTS

## A quick guide to making payments.





Whether it's your electric bill, credit card, or General Electric Credit Union (GECU) loan, we have free payment methods to help you pay bills on time, every time! Use this guide to make managing your payments easier.

### Accessing accounts

Online Banking	Mobile app	CallConnect 24/7/365 telephone banking
<ul style="list-style-type: none"> <li>Visit: <a href="http://gecreditunion.org">gecreditunion.org</a></li> <li>Click the <b>Login</b> button found in the upper right corner</li> </ul>	<ul style="list-style-type: none"> <li>Tap our mobile app icon (our logo) found on your mobile device and login.</li> </ul>	<ul style="list-style-type: none"> <li>Dial: <b>513.243.3333</b> or <b>800.589.2875</b></li> <li>After authenticating your account, enter your PIN</li> </ul>

### Making a GECU loan payment

If you plan to pay your GECU loan:	Here's how to set it up:		
	Online Banking	Mobile app	CallConnect
 <p>from a GECU checking account.</p>	<ul style="list-style-type: none"> <li>Hover over <b>Move Money</b> and select <b>Make/Schedule a Payment</b>.</li> <li>Enter the account you wish to pay from, the payment date, and amount. Click <b>Make Transfer</b>.</li> </ul>	<ul style="list-style-type: none"> <li>Tap <b>Make a Transfer</b>.</li> <li>Enter the account you wish to pay from, the payment date, and amount. Tap <b>Transfer</b>.</li> </ul>	<ul style="list-style-type: none"> <li><b>Press 1</b> for Account information.</li> <li>Next, <b>Press 1</b> for Loan information</li> <li><b>Press 1</b> to make a payment from a GECU account and follow the prompts.</li> </ul>
 <p>from an external account.</p>	<ul style="list-style-type: none"> <li>Hover over <b>Move Money</b> and select <b>External Transfer for Payments</b>.</li> <li>For your first payment, select <b>Add an External Account</b> and enter the routing and account number. <i>Note: This account will be saved.</i></li> <li>Once an external account is added, select <b>payment option</b>, enter the payment amount and date; click <b>Make Transfer</b>.</li> </ul>	<ul style="list-style-type: none"> <li>Tap <b>More</b>, select <b>Loan Payment</b>, then tap <b>pay from bank account</b>.</li> <li>For your first payment, select <b>Add an External Account</b> and enter the routing and account number. <i>Note: This account will be saved.</i></li> <li>Once an external account is added, enter the payment amount and date; tap <b>Transfer</b>.</li> </ul>	<ul style="list-style-type: none"> <li><b>Press 1</b> for Account information.</li> <li>Next, <b>Press 1</b> for Loan information</li> <li><b>Press 2</b> to make a payment from an external account. Enter your routing and account number and follow the prompts.</li> <li>Once payment is made, you'll receive a confirmation.</li> </ul>





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**Tip:** Make payments recurring within Online Banking or our mobile app when you select the box next to **Repeat**.

## Making a GECU credit card payment

The chart below provides instructions on making your GECU credit card payment from a GECU checking account or from an external account (any non-GECU bank account).

If you plan to pay your GECU Credit Card:	Here's how to set it up:		
	Online Banking	Mobile app	CallConnect
 <p>from a GECU checking account.</p>	<ul style="list-style-type: none"> <li>Hover over <b>Move Money</b> and select <b>Make/Schedule a Payment</b> or from the main screen, click <b>Pay</b> next to the credit card account.</li> <li>Enter the account to pay from, the payment date and amount. Click <b>Make Transfer</b>.</li> </ul>	<ul style="list-style-type: none"> <li>Tap <b>Make a Transfer</b> or from the main screen, tap <b>Pay</b> next to the credit card account.</li> <li>Enter the account to pay from, the payment date and amount. Tap <b>Transfer</b>.</li> </ul>	<ul style="list-style-type: none"> <li><b>Press 1</b> for Account information.</li> <li>Next, <b>Press 5</b> for Credit Cards</li> <li><b>Press 2</b> to make a payment from a GECU account and follow the prompts.</li> </ul>
 <p>from an external account.</p>	<ul style="list-style-type: none"> <li>Click <b>Credit Card Access</b> tab, click <b>Pay Bill</b> or hover over <b>Payments</b>, and select <b>Make a Payment</b>.</li> <li>Click <b>Add a New Account</b> or select the account to pay from, enter the payment amount and date, verify payment, and submit.</li> </ul>	<ul style="list-style-type: none"> <li>Tap <b>More</b>, select <b>Credit Card Access</b>, tap the <b>Menu</b> icon, <b>Payments</b>, and then tap <b>Make a Payment</b>.</li> <li>Tap <b>Add a New Account</b> or select the account to pay from, enter the payment amount and date, verify payment, and submit.</li> </ul>	<p><i>Making a GECU credit card payment from an external account is not available when using CallConnect.</i></p>

## Paying everyday bills with Bill Pay

If you have a GECU checking account, you can use Bill Pay to receive and pay electronic versions of your bills (e.g., utilities, insurance, credit cards from other financial institutions, etc.) and manage all of them securely, in one place, in Online Banking or our mobile app. Have a GECU Health Savings Account (HSA)? You can also use Bill Pay to pay medical bills. CallConnect is not available with Bill Pay.

### Here's how to set it up:

Online Banking	Mobile app
<ul style="list-style-type: none"> <li>Select <b>Bill Pay</b> or click the widget on the main screen.</li> <li>Type the name of who you want to pay in the <b>Need to Pay Someone</b> new field and select them from the drop-down list. If the biller does not appear, enter the name, click <b>add</b>, and enter their information. Click <b>Add Payee</b>.</li> <li>Select the checking account or HSA you want to pay <b>From</b>, the amount, and the date, then select <b>Pay Bill</b>.</li> </ul>	<ul style="list-style-type: none"> <li>Tap <b>Bill Pay</b>.</li> <li>Tap <b>Payees</b>, type the name of who you want to pay in the <b>Add a Person or Business</b> field, and select them from the drop-down list. If the biller does not appear, enter the name, tap <b>add</b>, and enter their information. Tap <b>Add Payee</b>.</li> <li>Select the checking account or HSA you want to pay <b>From</b>, the amount, and the date, then tap <b>Pay</b>.</li> </ul>

Member eligibility required. Visit: [gecreditunion.org/membership](https://gecreditunion.org/membership) for details. \*Online Banking and our mobile app are free to use; however, message and data rates may apply. Contact your service provider for details.

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Learn more at: [gecreditunion.org](https://gecreditunion.org)

or call us at: **513.243.4328** | **800.542.7093**