Coastland
FEDERAL CREDIT UNION

Frequently Asked Questions

About BillPay-e Plus

1. What is BillPay-e Plus?

BillPay-e Plus is a service that allows you to pay virtually anyone or any company through your online banking account. You determine who you want to pay, when you want to make the payment, and which account you want the payment to come from.

It is easy to use.

2. What are the benefits of BillPay-e Plus?

BillPay-e Plus saves you time and money versus sending payments through the mail.

Save time - It takes only minutes to pay your bills each month. You save time on trips to the post office and filing away paper receipts. Features such as recurring payments allow you to set up a schedule to pay your bills automatically.

Save money - BillPay-e Plus saves you money on postage, late fees, and checks. Customers save on average $145* per year using BillPay-e Plus.

Stay organized - Your payment history is stored online so you won't have to file and sort through paper receipts.

Gain peace of mind - You can schedule payments in advance so you won't have to worry about paying bills when you travel. Bill pay reminders are also available that notify you its time to pay your bill.

Help the environment - Save paper - there are no checks to write or envelopes to mail. Plus, you'll do your part to ease emissions from transporting your bill from your home to your biller.

3. Who can I pay with BillPay-e Plus?

You can pay virtually any business or individual with a mailing address within the United States and Puerto Rico. For example, you can pay utilities, cable bills, credit cards or individuals such as your landlord, babysitter or relative.

The first time you set up a payee, you will need the address where the payment will be mailed. You can find the mailing address on your most recent paper bill.

*Based on average postage, late fees and interest paid per year.

Frequently Asked Questions

About BillPay-e Plus continued...

4. How do I start using BillPay-e Plus?

First, activate your BillPay-e Plus account. Once you've activated your account, you'll need to add a payee (i.e. the person or company you wish to pay). Next, determine if you want to make a one-time or recurring payment, how much you want to pay, and when you want to make the payment.

5. Is BillPay-e Plus secure?

Paying bills online is one of the safest and fastest ways to pay your bills. According to PayItGreen.org, 85% of identity thefts are caused by lost or stolen checkbooks, statements, or bills. The majority of payments made are electronic via secure transmission so there is no paper circulating for others to handle.

6. How are online payments delivered?

Payments are sent one of two ways - electronically or paper check. The majority of payments are delivered electronically. Your payment information, such as your account number, is sent via secure transmission. All other payments are made by paper check that is mailed via the U.S. Postal Service.

7. Need help getting started?

Call a Member Service Representative at 504.834.2780 or toll free at 888.561.5610