

## CheckFree Bill Pay FAQ

**Q: Will I be able to see Bill Pay on my online banking?**

A: Yes. On the website Bill Pay will be on the right side of the screen as well as there being a Bill Pay Tab. On the app, at the bottom you will select Transfer/Pay and then Payments.

**Q: How do I add a payee on Bill Pay?**

A: On the Bill Pay tab, click add company or person.

**Q: Am I able to do a stop pay through online banking?**

A: At this time, you will need to contact your local branch in order to issue a stop payment.

**Q: Am I able to get text alerts/secure messages?**

A: We are currently in the testing phase of text/email/secure message alerts through a program called Notifi. More information to come!

**Q: Is there a live Online Banking chat?**

A: There is not an online banking chat at this time. If you need assistance please contact us.

**Q: Is there a charge for Freedom Bank's CheckFree bill pay?**

A: Freedom Bank does not charge for bill pay service.

**Q: What accounts qualify for CheckFree bill pay services?**

A: If you were previously in CNB's Free Checking account, you will not have access to CheckFree bill pay services. To access this feature, your account must be transferred to one of Freedom Bank's deposit accounts.

**Q: How will I move my bill pay accounts to CheckFree?**

A: Once you enroll in Freedom Bank Online Banking previous payees will automatically be moved over to CheckFree for your convenience. If you aren't able to see your payees, please contact us.

**Q: Who can I contact if I'm having issues with my online banking or bill pay?**

A: If you're having trouble with your online banking, please call us at 417-846-1719 for assistance. For help with CheckFree bill pay, please call Bill Pay Support at 833-827-7975.

**Q: Will my online banking allow me to go over the withdrawal limits for my savings/money market accounts?**

A: Yes.

**Q: Can I deposit checks through the app?**

A: Yes, we offer mobile deposit through our app.

**Q: Is there a fee for mobile deposit?**

A: There is no charge for this service.

**Q: What is the limit for mobile deposit?**

A: \$2,500 per day.