

We're Changing to Serve You Better!

New **PERSONAL** Bill Pay Service
Effective **Wednesday, October 18th**



**PROGRESSIVE
BANK**

IMPORTANT DATES & INFORMATION!!!



CheckFree[®] – Back by Popular Demand

Our Online Bill Pay users appreciate the convenience and security of paying their bills online. When we made a change from the **CheckFree** system, many of our personal Bill Pay customers asked that we consider changing back to **CheckFree** because of its functionality and reliability compared to our current provider.



WE HEARD YOU! And, we are pleased to announce that we are indeed moving our Personal Bill Pay customers back to the **CheckFree** platform on **Wednesday, October 18th**.

Our Conversion is on the Horizon

As our **Conversion Day** approaches, we want to make sure you are aware of some key dates –

- **Tuesday, October 10th** – Last day to set up a NEW Payee in the *iPay* system
- **Wednesday, October 11th** – Last day that bills will be paid through the *iPay* system
- **Thursday, October 12th – Tuesday, October 17th** – **Bill Pay Blackout Period***
(No access to *Bill Pay* feature)
- **Wednesday, October 18th** – First day that bills will be paid through **CheckFree**

***PLEASE NOTE:** During the Blackout Period from **October 12th through October 17th**, **NO BILLS WILL BE PAID** and **NO NEW PAYEES CAN BE CREATED**. As you are planning your October payments, please **DO NOT** set up any payments during this period. Also, if you have **Recurring Payments currently scheduled to pay during the Blackout dates, please CONTACT US for assistance in rescheduling your October payment.**

We apologize for any inconvenience that this transition timing may cause and will be happy to help in any way we can. Feel free to contact us at **318-651-5100** for assistance.

Additional Payment Information

While our Bill Pay service will be unavailable to you for a brief time, we are pleased to let you know that your **existing Payees will convert** to the new system, which means you **will not** have to set up these payees again after conversion. In addition, any payments, *recurring or single payment*, that you have already set up to pay beginning on October 18th or after will also convert.



As Conversion Day approaches, we will be posting additional information on this site. In the meantime, if you have questions about the change to **CheckFree** or about our other Online Banking services, feel free to contact us at **318-651-5100**, or you can send us an e-mail at CustomerService@ProgressiveBank.com. **We're here from 8:00 a.m. until 5:00 pm. Monday-Thursday and until 6:00 p.m. on Fridays.**

We appreciate your business and your feedback as we work to enhance your online banking experience with us!