

## FAQ's

### **Q: What do I need to make my payment?**

A: To make a payment via the phone system you'll need your loan number and zip code; to pay via the online payment system, you'll need your member number, your date of birth. To make a web payment, please visit <http://www.swbc.com/payments/pimafcu> to create an account with the online payment system.

### **Q: What types of loans can I pay?**

A: You can make payments on your auto, recreational vehicle, motorcycle, motorsport, boat, line of credit, and personal loans. At this time home loan and credit card payments are not accepted through this system.

### **Q: Is there a fee to use this service?**

A: Due to the expenses incurred for processing loan payments from external financial institutions, there is a \$10.00 fee.

### **Q: What other payment options are available?**

A: Payments from a Pima Federal savings or checking account are free. Opening a Pima Federal free consumer checking account is simple to do and comes with many benefits including the ability to easily transfer your loan payments at no cost. You may also stop by one of our convenient Financial Centers or mail in your payment to:

Pima Federal Credit Union  
P.O. Box 50267  
Tucson, Arizona 85703

### **Q: When will my payment post?**

A: Payments made before 4:00 p.m. EST will be posted to your account the same day. Payments made after 4:00 p.m. EST will be posted the next business day.

**Q: How will I know my transaction was successful?**

A: When an online payment is made, you will receive an emailed confirmation number. Payments made via our phone system will be provided a verbal confirmation number. Be sure to notate the number provided.

**Q: How can I set up recurring payments?**

A: If you would like to set up recurring payments, please give us a call at 520.887.5010. A representative will be happy to help you set up your recurring payments at no cost.

**Q: Can I make a partial payment to my loan?**

A: The online and phone payment system will accept less than the minimum payment due. Payments are limited to \$2500 or less per transaction. If you are locked out or past due on your loans, please give us a call at 520.887.5010 or visit one of our Financial Centers.

**Q: How do I find my payoff balance?**

A: To find out the accurate pay off balance, please give us a call at 520.887.5010 or visit us in person.

**Q: Why can't I see my loan on the online payment system?**

A: Loans are searchable by the borrower and co-borrowers names. You will not be able to see a loan if you are not listed as a borrower. The web portal will only display your loan accounts. Also, a loan must be in good standing to be accessed via the system.

**Q: Why can't I find my loan on the phone payment system?**

A: If you have a joint loan, be sure to enter the zip code of the primary borrower.

