

EZPAY



Loan Payments made easy.

Frequently Asked Questions

What types of loans can I pay using EZPay?

- Auto Loan (new and used)
- Credit Builder Loan
- Home Equity Loan
- Home Equity Line of Credit
- Lines of Credit
- Motorcycle Loan (new and used)
- Personal Loan
- Recreational Vehicle Loan (new and used)
- Share Secured Loan

What types of loans are not accepted?

- Mortgages
- Visa Credit Card

What information do I need to have to make a payment using EZPay?

- You will need your account number with First Harvest Credit Union, the last 4 of your social, the loan number, and your zip code. Your account information can be found on your most recent statement, or by using Online Banking. If you are having trouble finding this information give us a call at 800-582-7640 and we can assist you.

I received the message “This portal does not appear to have been configured yet”, what does this mean?

- EZPay payment portal is not compatible with Internet Explorer. Please check the web browser you are using. Chrome, Firefox, Safari, Microsoft Edge are all compatible.

Once I submit my payment online, when will my loan be paid?

- Payments may be reflected on the account by the following business day of making a payment. Payments submitted after hours, on weekends or holidays may take up to 2 business days to process.

When will the payment be withdrawn from the account I am paying from?

- Most payments will be debited right away, but can take up to a business day to process.

Is there a fee to use EZPay?

- No, EZPay is free to use online. If you need to call in to our Contact Center there will be a \$10 convenience fee for us to process the payment manually.

How can I cancel a payment?

- To cancel a payment call us at 800-582-7640

Are automatic or recurring payments allowed?

- No, automatic or recurring payments are not accepted using EZPay. To set up an automatic payment you will need to use your First Harvest Credit Union account. We can help you set up automatic payments by calling 800-582-7640.

Can I make a partial payment?

- Yes, partial payments are allowed. Keep in mind this may not pay your loan payment in full and you will need to pay the remainder.

Can I use my First Harvest Debit or Credit card to make a payment using EZPay?

- You may use your First Harvest Debit card to make a payment. First Harvest Credit cards are not accepted.

Contact us:

 **800-582-7640**

 **payments@firstharvestcu.com**

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