

ONLINE PAYMENT PORTAL QUICK GUIDE



GENERAL INFORMATION:

Our online payment portal lets you pay your TN Members 1st loans from another financial institution using a debit card or account number! You can sign in to make a payment, view payment history, or manage payment accounts. You can also make a quick payment without signing in by clicking the 'One Time Payment' option.

We currently accept payments with a debit card or electronically using your account and routing numbers (this information can be found on the bottom of your checks). Simply click on the option for how you wish to pay: Check or Debit Card.

- Payments submitted after 4:00 pm EST will be processed the next business day.
- To protect your account from unauthorized access, your session will be closed after a period of inactivity. If your session ends, log on again.
- Maximum single transaction amount is \$2,500 per business day. Please contact the credit union at 865-482-4343 for payment arrangements over \$2,500.
- At this time, the Make a Payment Portal is not mobile-friendly. Our developers are currently working on expanding this capability. We suggest using a desktop or laptop device when accessing the Make a Payment Portal. Due to configuration and device-specific settings, we are not able to guarantee success when using the Make a Payment Portal on a mobile or tablet device.

If you have questions about your loan payment, you can reach us during regular business hours at 865-482-4343.

HOW DO I GET TO THE ONLINE PAYMENT PORTAL?

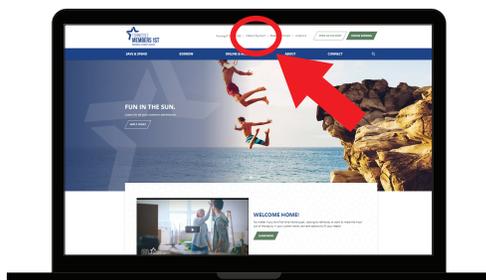
There are two main ways to get to the Online Payment Portal, directly at mymembersfirst.org/payments or through the 'Make a Payment' button on the top of every page on mymembersfirst.org.

Directly at: mymembersfirst.org/payments

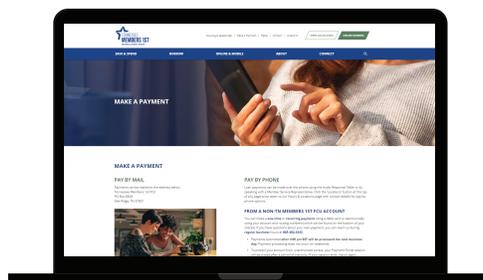
- 1) In your browser, type mymembersfirst.org/payments into your search bar.
- 2) Select whether you want to make a one-time or recurring payment.
- 3) You'll see a pop-up letting you know you're navigating to a page outside the credit union's website, click 'Continue' to proceed to the Online Payment Portal.

Using the 'Make a Payment' button at: mymembersfirst.org

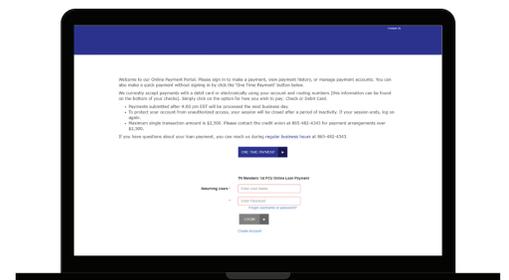
- 1) In your browser, type mymembersfirst.org into your search bar.
- 2) Once on the credit union's website, click the make a payment button on the top, right-hand-side of the screen.
- 3) You'll be directed to mymembersfirst.org/payments to continue through the Online Payment Portal process.



'Make a Payment' button on mymembersfirst.org



mymembersfirst.org/payments



Online Payment Portal - Recurring Payment Login

ONLINE PAYMENT PORTAL QUICK GUIDE

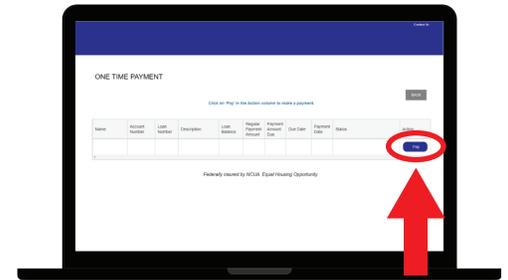


MAKING A ONE TIME PAYMENT:

- 1) Click 'One Time Payment' on mymembersfirst.org/payments.
- 2) Once on the Online Payment Portal site, type your first name or company name in the top entry field. Enter your account number in the bottom entry field. When entering your account number, enter leading zeros to end up with a 10-digit account number.

Example: If your full name is John Doe and your account number is 1234567, you would enter John where it asks for your first name and enter 0001234567 where it asks for your account number.

- 3) Once logged in, you'll see a breakdown of your loan(s) available. Click the 'Pay' button on the right-hand side of the screen.
- 4) Follow the on-screen questions and prompts, entering desired payment information (check or debit card), to complete the payment process.



'Pay' button in one time payment screen.

CREATING AN ACCOUNT FOR RECURRING PAYMENTS

- 1) Click 'Recurring Payment' on mymembersfirst.org/payments.
- 2) Once on the Online Payment Portal site:

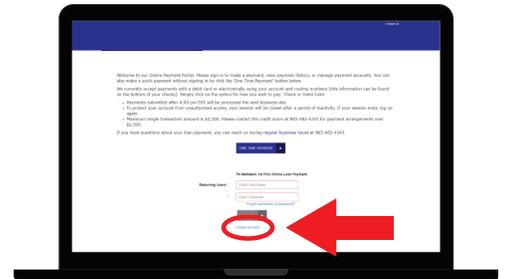
If you want to create an account: Click the 'Create an Account' text below the 'Login' button. You'll be taken to the user registration page and asked for your first name and account number. When entering your account number, enter leading zeros to end up with a 10-digit account number.

Example: If your full name is John Doe and your account number is 1234567, you would enter John where it asks for your first name and enter 0001234567 where it asks for your account number.

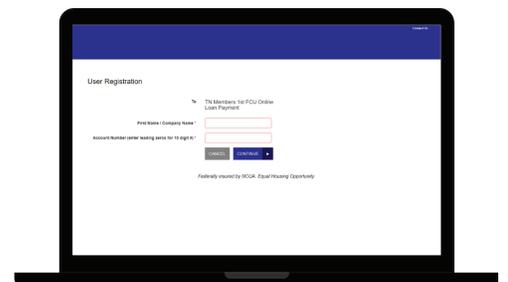
If you've already created an account: and want to log in to check your Recurring Payment, type your first name or company name in the top entry field. Enter your account number in the bottom entry field. When entering your account number, enter leading zeros to end up with a 10-digit account number. Click the 'Login' button to be taken into your Online Payment Portal to view or edit recurring payments.

Example: If your full name is John Doe and your account number is 1234567, you would enter John where it asks for your first name and enter 0001234567 where it asks for your account number.

- 3) Follow the on-screen questions and prompts, entering and/or reviewing the desired payment information (check or debit card), to complete the recurring payment process.



Create Account button for recurring payments.



User registration screen for recurring payments.