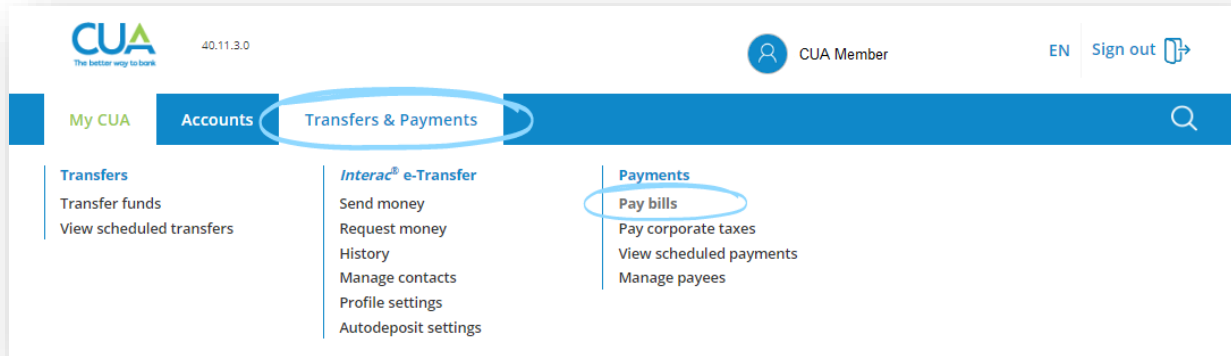


MEMBER WALKTHROUGH GUIDE

GUIDE 11: HOW TO PAY A BILL

1. Once you've set up your new online banking profile, you can begin performing transactions. All of your pre-existing bill payees should have automatically been transferred into the new online and mobile banking system. To make a bill payment to an existing payee, hover your mouse over the "Transfers & Payments" tab along the menu bar and select "Pay bills" under the "Payments" section on the righthand side of the drop-down menu.

Note: To make a bill payment for the first time or to add new payee, you must first go to manage payees.



- From the 'Pay Bills' page select the account you would like the payment to be made from.

The screenshot shows the CUA online banking interface. At the top left is the CUA logo with the tagline 'The better way to bank' and version number '40.11.2.0'. To the right, it says 'CUA Member' with a user icon and 'EN Sign out' with a sign-out icon. Below this is a navigation bar with 'My CUA', 'Accounts', and 'Transfers & Payments' (highlighted in green), and a search icon. The main heading is 'Pay Bills' with sub-tabs for 'Details', 'Confirm', and 'Completed'. Below the heading, there are instructions: 'Would you like to make an immediate payment? Select the "Make Payments" option.' and 'Would you like to make payments on a regular basis? Select the "Recurring Payments" option.' Under the heading 'Pay from', there are three account selection cards: 'MY CHEQUING UNLIM...' with a star icon and '\$0.00', 'Bills Loan Mortgage' with '-\$89.70', and 'MY CHEQUING' with '\$14,040.27'. A blue bracket is drawn under the first two cards.

2.1 To make an immediate, one-time payment, **1)** select the 'Make Payments' icon in the middle of the page (this is the default selection). Next, **2)** enter the amount you would like to pay and **3)** the payment date next to the associated payee(s). There is no limit to how many bills can be paid at once. The total amount of funds being paid will be displayed at the bottom of the screen. Next, **4)** click 'Continue' at the bottom of the screen.

The screenshot shows a payment interface with the following elements:

- At the top, two circular icons are visible: 'Make payments' (circled in blue with an arrow labeled '1') and 'Schedule recurring payments'.
- Below the icons is a table with three columns: 'Pay to', 'Amount', and 'Payment date'.
- The first row is for 'The Brick Visa Desjardins Card'. The 'Amount' field contains 'Enter amount' (circled in blue with an arrow labeled '2') and the 'Payment date' field contains 'Select payment date' with a calendar icon (circled in blue with an arrow labeled '3').
- The second row is for 'Mastercard'. The 'Amount' field contains 'Enter amount' and the 'Payment date' field contains 'Select payment date' with a calendar icon.
- At the bottom right, a grey bar displays 'Total amount \$0.00'.
- At the very bottom, there are two buttons: 'Cancel' and 'Continue' (highlighted in green and circled in blue with an arrow labeled '4').

2.2 To set up recurring payments, **1)** select the 'Schedule recurring payments' icon in the middle of the page. Next, **2)** select a payee, as well as a **3)** payment amount, **4)** frequency and a **5)** start and **6)** end date for the recurring payment schedule. Once you've entered all the information, **7)** click 'Continue' at the bottom of the screen.

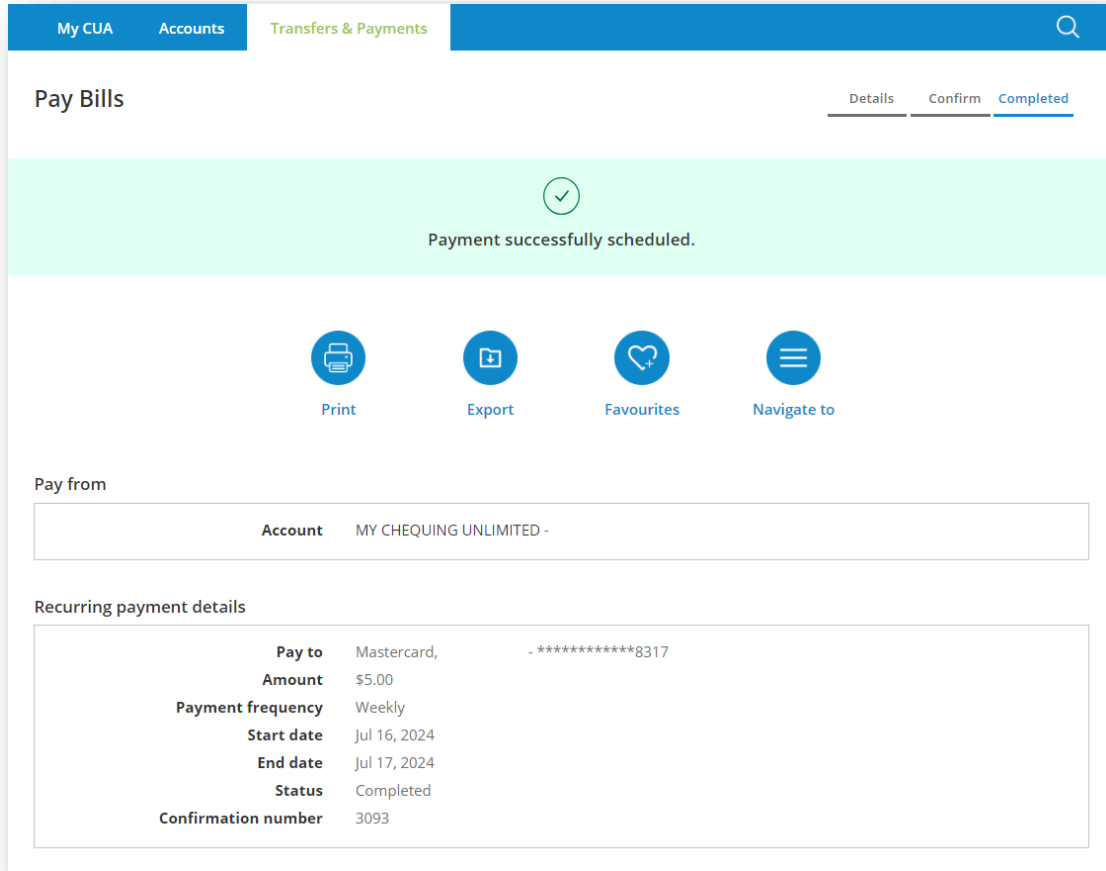
The screenshot shows a user interface for setting up recurring payments. At the top, there are two icons: 'Make payments' and 'Schedule recurring payments'. The 'Schedule recurring payments' icon is circled in blue and labeled with a '1)' and an arrow. Below this, there is a 'Pay to' section with a dropdown menu for 'Payee name' containing the text 'Select a payee'. This dropdown is circled in blue and labeled with a '2)' and an arrow. Below the 'Pay to' section is the 'Recurring payment details' section. It contains four fields: 'Amount' with the placeholder 'Enter amount', 'Payment frequency' with a dropdown menu containing 'Select a frequency', 'Start date' with the value 'Jul 16, 2024', and 'End date' with the value 'Jul 17, 2024'. Each of these four fields is circled in blue and labeled with a number (3, 4, 5, 6) and an arrow. At the bottom of the form, there are two buttons: 'Cancel' and 'Continue'. The 'Continue' button is highlighted in green and circled in blue, with a '7)' and an arrow pointing to it.

3. In both cases, you will then be asked to confirm your payment details. If everything appears correct, select 'Continue'.

Note: To edit the information, select 'Back'. You can also select 'Cancel' to navigate back to the home page.

The screenshot shows the CUA online banking interface. At the top, the CUA logo is on the left, and the user is logged in as a 'CUA Member' on the right. The navigation bar includes 'My CUA', 'Accounts', and 'Transfers & Payments'. The main heading is 'Pay Bills', with tabs for 'Details', 'Confirm', and 'Completed'. A message box says 'Confirm payment details.' Below this, the 'Pay from' section shows the account 'MY CHEQUING UNLIMITED -'. The 'Recurring payment details' section lists: Pay to: Mastercard, - *****8317; Amount: \$5.00; Payment frequency: Weekly; Start date: Jul 16, 2024; End date: Jul 17, 2024. At the bottom, there are three buttons: 'Cancel', 'Back', and 'Continue'. The 'Continue' button is highlighted with a blue circle and an arrow.

4. After confirming your payment details, you will be brought to a confirmation screen stating your payment was successfully completed. You then have the option to print or export the page for your records. You are also able to add this as a favourite transaction or navigate to a different page.



My CUA Accounts Transfers & Payments

Pay Bills

Details Confirm Completed

Payment successfully scheduled.

Print Export Favourites Navigate to

Pay from

Account MY CHEQUING UNLIMITED -

Recurring payment details

Pay to	Mastercard,	- *****8317
Amount	\$5.00	
Payment frequency	Weekly	
Start date	Jul 16, 2024	
End date	Jul 17, 2024	
Status	Completed	
Confirmation number	3093	