



Bill Pay

What is Bill Pay?

Featured in Crossbridge Online Banking, Bill Pay is a convenient way for you to pay all your bills from one secure website. Just imagine... no more handwritten checks, envelopes or stamps. Simply visit our website at Crossbridge.bank, log into online banking and click the Bill Pay button and pay your bills at your convenience.

Why Should I Use Bill Pay?

- **Security** - Online bill payment through your financial institution is 10 times safer than mailing checks.
- **Ease** - Bill Pay is simple to understand and even easier to navigate.
- **Time** - Pay all your bills in minutes instead of hours.
- **Convenience** - No more stamps, envelopes, and trips to the post office.
- **Trust** - Bill Pay greatly reduces the risk of human error or late payments.

How Do I Enroll?

First Time Users

- Log on to Crossbridge Online Banking.
- Click on the Bill Pay button.
- You will be asked to confirm your email address on file.
- The "On-Boarding" screen is loaded to help you set up Payees/ Bills easily. The companies listed here are already processing with Bill Pay, so you may only have to enter minimal information.
- Arrive at the Payment Center.

Existing User

- Log in
- Click on Bill Pay button.
- Arrive at the Payment Center - **OR** - use the quicktool on Accounts Page.

To learn more before you begin, click on the "Bill Pay Demo & Help Center" button on our homepage at Crossbridge.bank.

Add a Payee/Biller

Click "Add a Company or Person" and then follow the easy setup questions.

Managing Payees/Billers

Can be managed right from the Payment Center.

Making Payments

Payments can be paid right at the Payment Center. You can also make payments to Existing Payees/ Billers from our online banking quick tool and on our smartphone app.

eBills

Can be set up for most Payees/Billers. Click the eBill link when it appears next to the Payee/

Biller you added and follow the quick confirmation questions.

Multiple Payments Accounts

You can pay bills from multiple Crossbridge checking accounts. Just call Crossbridge during regular business hours to have one added.

Tips For Using Bill Pay

When making Crossbridge payments, use online banking for transfers that happen immediately and do not count as a bill pay transaction.

- There is no daily payment limit!
- \$5.00 monthly fee if no monthly activity based on a regular 30-day calendar month.
- 10 free transactions per month and only \$0.41 for each additional.
- Customer Service: 1-844-842-7267 between 6:00 AM-12:00AM CST 7 days a week.
- To learn more before you begin, click on the "Bill Pay Demo" link on our home page.
- Overnight payments can only be sent to a physical address within the 48 US States via UPS. No p.o. boxes, military or international addresses.
- Bill Pay customer service -toll free at 1-844-842-7267 6:00AM -12:00AM 7 days a week.

The Cutoff Time Each Business Day (CST) is:

Bill Pay Standard Payments - 10:00PM | Bill Pay Overnight Payments - 3:00PM | Bill Pay Same Day Payments - 9:00PM*

*Availability varies by merchant

Where To Find Us:

Tomahawk Location

15 E. Wisconsin Ave.,
Tomahawk, WI 54487
Phone: 715.453.2144
Toll Free 1.877.822.7552

Merrill Location

907 East Main Street
Merrill, WI 54452
Phone: 715.536.7133
Toll Free 1.877.822.7552

Mailing Address

PO BOX 159
Tomahawk, Wisconsin 54487

Lobby Hours

Monday - Friday 8:30AM -
4:30PM Saturday By-
Appointment-Only

Drive-up Hours

Monday - Friday 7:30AM -
5:30PM Saturday 7:30 AM -
12:00 PM

