



1 Guardian Way | Prattville, AL 36066

IMPORTANT:

Bill Pay will no longer be accessible through Solutions First after August 25.

Dear Bill Pay User,

As part of the upcoming merger, your account will be converted to Guardian Credit Union on September 2. We have an important update regarding the use of Bill Pay that we want to make you aware of to help make your transition as smooth as possible.

Bill Pay information **cannot** be transferred from the Solutions First system to Guardian's Bill Pay service. You will need to set up your payees again **after** the account conversion on September 2.

To make this process easier, we encourage you to **review your current Bill Pay account before August 25** and make note of the following information for each payee:

- Name of Business (Payee)
- Mailing address
- Account or reference number
- Payment amount
- Payment frequency (if recurring)
- Scheduled payment date(s)

Having this information readily available will allow you to quickly recreate your payments once you enroll in Guardian's Digital Banking platform. These Payments can be created by logging into your online account through a web browser or from the Guardian mobile app.

We understand that changing financial services can be an adjustment, and we're committed to making the process as easy as possible. If you have any questions or need assistance, our team will be happy to help you get your Bill Pay set up.

Thank you for your patience during this transition. Please call us at 334-347-9000 if you have any questions. We look forward to serving you as a Guardian Credit Union member.

Sincerely,
Guardian Member Services

IMPORTANT NOTICE: Bill Pay Dates

Bill Pay will no longer be accessible through Solutions First after **August 25**.

- All payments scheduled to be paid between now and **August 31** will still process and be paid as normal.
- You will be able to set up electronic bill payments again starting **September 2** using your new Guardian account information.
- If you have payments that are not scheduled in bill pay at this time or will be due **September 1-3**, we advise you to make other payment arrangements to ensure your payments are made on time.



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