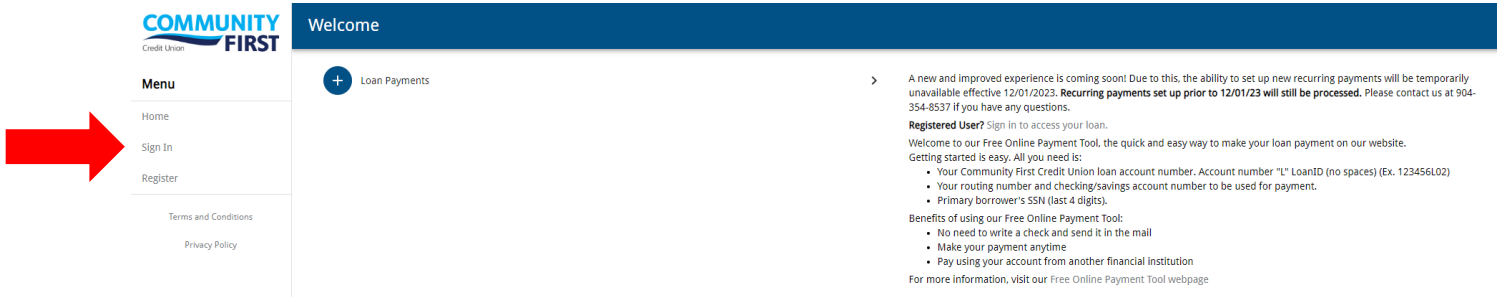


Here's how you can set up automated payments in our new system!

First, Cancel Your Current Automated Payments

Step 1) Navigate to <https://payments.mwamplifi.com/v2/c/70/>

Step 2) Select Sign In - If you are a returning customer, select Sign In and enter the username and password you assigned yourself the first time you initiated a payment.



The screenshot shows the Community First website interface. On the left is a navigation menu with the following items: Home, Sign In, Register, Terms and Conditions, and Privacy Policy. A red arrow points to the 'Sign In' option. The main content area has a dark blue header with the text 'Welcome' and a 'Loan Payments' button. Below the header, there is a message about a new improved experience and instructions for registered users.

COMMUNITY FIRST
Credit Union

Welcome

Loan Payments

A new and improved experience is coming soon! Due to this, the ability to set up new recurring payments will be temporarily unavailable effective 12/01/2023. **Recurring payments set up prior to 12/01/23 will still be processed.** Please contact us at 904-354-8537 if you have any questions.

Registered User? Sign in to access your loan.

Welcome to our Free Online Payment Tool, the quick and easy way to make your loan payment on our website. Getting started is easy. All you need is:

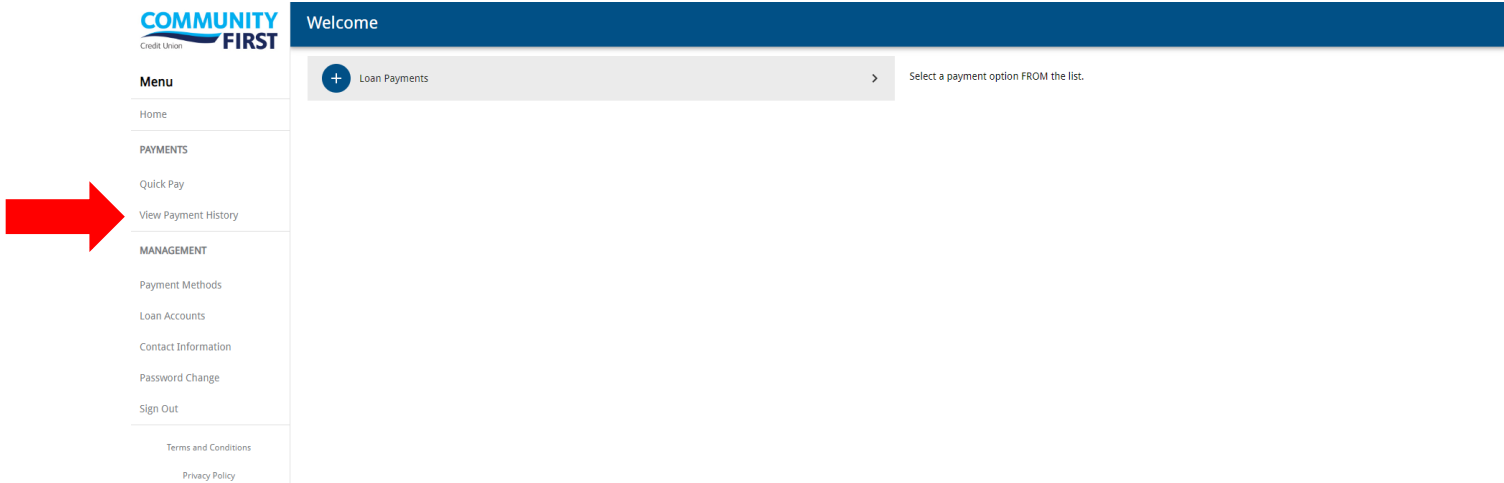
- Your Community First Credit Union loan account number. Account number "L" LoanID (no spaces) (Ex. 123456L02)
- Your routing number and checking/savings account number to be used for payment.
- Primary borrower's SSN (last 4 digits).

Benefits of using our Free Online Payment Tool:

- No need to write a check and send it in the mail
- Make your payment anytime
- Pay using your account from another financial institution

For more information, visit our Free Online Payment Tool webpage

Step 3) Select View Payment History



The screenshot shows the Community First website interface. On the left is a navigation menu with the following items: Home, PAYMENTS (Quick Pay, View Payment History), MANAGEMENT (Payment Methods, Loan Accounts, Contact Information, Password Change, Sign Out), Terms and Conditions, and Privacy Policy. A red arrow points to the 'View Payment History' option. The main content area has a dark blue header with the text 'Welcome' and a 'Loan Payments' button. Below the header, there is a message asking the user to select a payment option from a list.

COMMUNITY FIRST
Credit Union

Welcome

Loan Payments

Select a payment option FROM the list.

Step 4) A list of existing loans will display. Select the loan to continue.

Note: The loan has been blacked out for security purposes.

Step 5) Here you will have the option to cancel any recurring payments. Cancellations of recurring payments are effective immediately. If there are pending recurring payments, there will be an option to Cancel.

All recurring payments for the selected account will be displayed with the following information: frequency, next postdate, amount, fees, and a confirmation number.

Once recurring payments have been cancelled, the Status will change to Deleted and you will no longer see the Cancel option.

Note: Recurring payments that have already been cancelled will have a status of Deleted in the far-left column. Recurring payments in a series will reflect the same confirmation number. Cancelling the recurring series will cancel those future dated transactions.


Step 6) You've successfully canceled your existing automated payments!

Now, Set Up Automated Payments in our New System

Step 1) Navigate to the Make a Payment page on our website
<https://www.communityfirstfl.org/resources/make-a-payment>

Step 2) Select "Make a Payment" on the "NEW! Free Online Payment Tool" tile.

Step 3) Select Register



Welcome to Community First's Payment Center. You can make loan payments using an account at another financial institution. Registering for the Payment Center does not enroll you in Online Banking. To enroll in Online Banking, visit [CommunityFirstFL.org](https://www.communityfirstfl.org) and select "Sign up for Online Banking."

Email


Password

[Forgot your Password](#)



Step 4) Follow the instructions and enter name, email, security questions and loan number. Select the box to agree to the Terms of Service.

Note: Member number plus two-digit Loan ID. For example, if your member number is 1234567 your Loan ID is 01, you should enter 123456701. If your Loan ID is 02, you will enter 123456702. Date of birth and last four digits of Social Security Number may be any borrower or guarantor on the loan.



Security Questions

Member # + Loan ID (#####01)

Please enter your date of birth MM/DD/YYYY

Security Question


Enter the last four digits of your Social Security Number

Security Question

By clicking this box you are submitting e-sign consent and agreeing to the terms and conditions stated in the [Terms of Service](#).

Step 5) Create a Password.

Note: If the email address you entered has already been registered, you will receive the error message below. Go back to the previous page and enter an email address that has not been previously registered.



Create a Password

An account with that email exists already.

New Password

.....

Confirm New Password


.....

Password must be at least 8 characters long, including an uppercase letter, special character, and a number.


Back

Next

Step 6) If registration is successful, you will receive the following page. Select Continue.



You're All Set!




Close

Continue

Step 7) A list of eligible loans will display. Select Setup AutoPay to initiate recurring payments or select Pay Now for a one-time payment.

COMMUNITY FIRST Accounts & Loans History Profile

Select Your Account to Pay



Auto Loan ending in 9902 Amount Due:
\$315.96

Due Date: 12/26/2023

Setup AutoPay Pay Now

Logout

Step 8) Select “Pay From Account” and “+Add New Payment Method.” If a Payment Method has already been linked to the registered profile it will appear in the dropdown.

COMMUNITY FIRST Accounts & Loans History Profile

Edit Scheduled Payment

Pay From Account ! Name on Account

+ Add New Payment Method

Frequency ▼ Start Date

End Date Options ▼
Until You Cancel

Summary

Loan #9902

Due Date 12/26/2023

Bill Amount \$315.96

Fees \$0.00

Total Balance **\$315.96**

By default, recurring transactions that fall on non-banking days will process on the first banking day AFTER the scheduled date. By selecting the box below, the transaction will be processed on the closest banking day BEFORE the scheduled date.

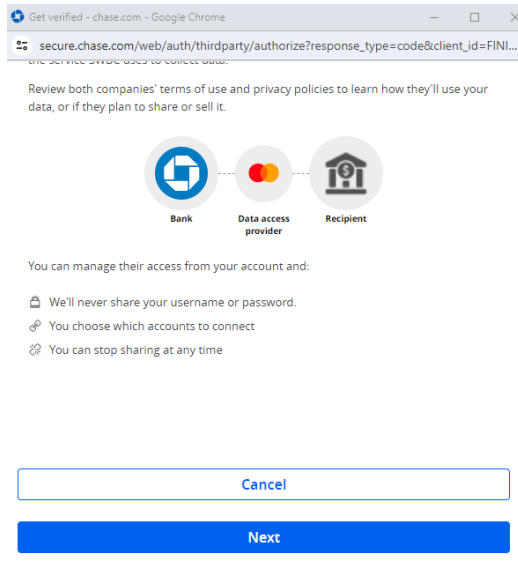
Process BEFORE?

Back Next

Step 9) Follow the instructions to add a new payment method. You may select from the list or search for your financial institution by typing in the name. *Note: Community First checking and savings are not eligible for this payment solution. You should be instructed to use Community First Online Banking to make internal transfer/payment.*

You will be required to enter online banking credentials for the checking or savings account at the other financial institution.

If the financial institution is not found, you will have to manually enter routing number and account number for other financial institution.

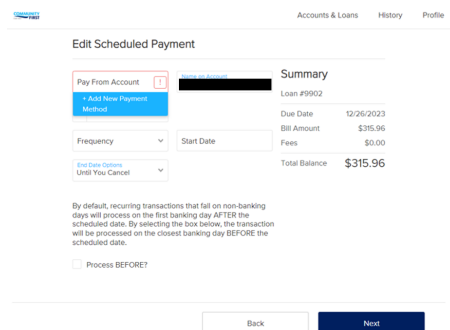


Step 10) After you've completed the steps to add your payment method, you can set up your automated payments.

Step 11) Select "Pay From Account." The name will default to the borrower's name. Make sure the name matches the name on the external checking or savings account. The 'amount' will default to the monthly payment amount, this can be changed. From there, select the frequency, start date, and end date options.

Note: You must also select if you want payment to be processed before a scheduled holiday. For example, if payment is scheduled for 01/01/24, you can select to have the payment processed one banking day before the holiday which would have been 12/29/23. By default, it will be processed the day AFTER the holiday.

Select Next



Step 12) Carefully review the payment instructions, select “I agree to the following” and select Authorize.

COMMUNITY FIRST Accounts & Loans History Profile

Verify Payment Schedule

Review your payment information. If you need to make changes, select "Back." When you are ready to proceed, select "Authorize."

Frequency:	Monthly	Pay Using:	Account ending in 3129
Start Date:	01/05/2024	Routing Number:	028000121
End Date:	01/31/2024	Bill Amount:	\$1.04
Paid To:	Loan ending in 9902	Fees:	\$0.00

Total: \$1.04

I agree to the following:

Today's date is 01/04/2024. You are authorizing Community First CU of Florida to initiate a Monthly recurring transaction from your account ending in 3129 and routing number 028000121 in the amount of \$1.04 with a start date on or before 01/05/2024, with an end date of 01/31/2024. This amount, will be applied to your Community First CU of Florida account ending in 9902. This authorization may be revoked, prior to the processing of this transaction or future transactions by contacting Community First CU of Florida at 800-342-8416.

Step 13) You will receive a confirmation for the scheduled payment. Select Done.

COMMUNITY FIRST Accounts & Loans History Profile

Payment Schedule Confirmed

All set! Payment has been initiated!


Paid With Account ending in 3129	Community First CU of Florida 637 N Lee St Jacksonville, FL 32204 Tel: 800-342-8416 Email: swbcc@communityfirstfl.org
Frequency: Monthly	
Start Date: 01/05/2024	
End Date: 01/31/2024	

You just setup an autopayment of: **\$1.04**

Step 14) Now, you may select Manage AutoPay to modify recurring payments or cancel scheduled recurring payments.

COMMUNITY FIRST Accounts & Loans History

Select Your Account to Pay



Auto Loan ending in 9902 Amount Due: \$315.96

Due Date: 12/26/2023

Your next monthly recurring payment will occur on 01/05/2024

[Manage AutoPay](#)

[Logout](#)

Step 15) Select the gray button to cancel the recurring series.

Edit Scheduled Payment

Current Autopay Schedule		Summary
Pay From Account: 3129	Payment Amount: \$1.04	Loan #9902
Frequency: monthly	End Date: 01/31/2024	Due Date 12/26/2023
Start Date: 01/05/2024		Bill Amount \$1.04

Pay From Account Account ending in 3129 wit...	Name on Account [REDACTED]
\$ Payment Amount 1.04	Fees \$0.00
Frequency Monthly	Total Balance \$1.04
End Date Options On a Specific Date	
Start Date	End Date

By default, recurring transactions that fall on non-banking days will process on the first banking day AFTER the scheduled date. By selecting the box below, the transaction will be processed on the closest banking day BEFORE the scheduled date.

Process BEFORE?

Cancel Scheduled Payment	Back	Update
--	----------------------	------------------------

Step 16) Select Ok then Logout to securely close your session.

COMMUNITY FIRST Accounts & Loans History Profile

Update Successful

Your payment settings were successfully updated.

Ok

Note: If the other financial institution is not listed or you do not want to enter credentials for external checking or savings account, Select Manually Link Bank Account.

COMMUNITY FIRST Accounts & Loans History Profile

Sorry, we were not able to find your financial institution

The financial institution that you were looking to link to your profile is not in the network. Please select one of the options below. Otherwise, please contact us at 800-342-8416 for further guidance.

Manually Link Bank Account Link Another Bank Account

Step 17) Complete the required fields. It's critical that you enter the correct ACH routing number and external account number otherwise payments may be rejected by the paying financial institution.

COMMUNITY FIRST Accounts & Loans History Profile

Link Bank Account

Account Type ▼

_____ \$ _____

#####

Name on Account

Routing Number

Account Number

Financial Institution

Waiting for Financial Institution information...

BackLink Account

Step 18) Your account is now available as a payment method!