

Your Guide to Pay By Phone

Central Lincoln is pleased to offer Pay By Phone, our new 24/7 automated payment system!

With your new nine-digit account number handy, call **1-844-239-0076** to make a payment, set up AutoPay, and more.

At any time,
press "9" to
repeat the
options.

To inquire on your account or to make a payment, press 1

- To look up your information using your **phone number**, press 1 —or— using your **account number**, press 2. Wait for the prompt, then key in your phone number or nine-digit account number and press #.
- The system will repeat the phone number or account number back to you. If it is correct, press 1 —or— if not, press 2 and re-enter the number.
- The system will confirm your address. If it is correct, press 1 —or— if not, press 2. (If you have multiple accounts, and the first account address is not the one you would like to make a payment on, press 2 and the system cycles to the next linked account number.)
The system will access your account and supply the amount due and due date.
- To pay the total amount due, press 1 —or—
To enter a specific payment amount, press 2 —or—
To continue without making a payment, press 3
- The system will ask if you want to make a payment on another account. If yes, press 1 —or— to process your payment, press 2.
- To pay using American Express, Discover, Master Card, Visa, press 1 —or—
To pay by check, press 2 (If you pay by check the system will ask you to create a new four digit PIN) —or—
To add another account to your payment total, press 3 —or—
To exit this menu without making a payment, press 4
- (To sign up for AutoPay, you must save your payment information.) If you wish Central Lincoln to save your payment information, press 1 —or— if not, press 2.
- To have your payment automatically withdrawn from your credit card or bank account each month (AutoPay), press 1 —or— if not, press 2.
The system will verify the amount you would like to pay and give you a verification code.

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To sign up for AutoPay, or to make changes to AutoPay, press 2

To sign up for AutoPay, you must have previously made at least one payment using Pay by Phone AND chosen to save your payment information AND created a PIN. See previous steps on page 1.

- To look up your information using your **phone number**, press 1 —or— using your **account number**, press 2. Wait for the prompt, then key in your phone number or nine-digit account number and press #.
- The system will repeat the phone number or account number back to you. If it is correct, press 1 —or— if not, press 2 and re-enter the number.
- The system will confirm your address. If it is correct, press 1 —or— if not, press 2. (If you have multiple accounts, and the first account address is not the one you would like to make a payment on, press 2 and the system cycles to the next linked account number.)
- The system will ask you to enter your 4 digit PIN. The system will repeat your PIN. If it is correct, press 1 —or— if not, press 2.
- If you have not signed up for AutoPay yet, the system will ask if you wish to have your payment automatically withdrawn from your credit card or bank account each month (AutoPay). If you do, press 1 —or— if you don't, press 2. If you pressed 1 the system will state that your automatic payment has been successfully set up.

To update the phone number Central Lincoln has on file for you, press 3

- To look up your information using your **phone number**, press 1 —or— using your **account number**, press 2. Wait for the prompt, then key in your phone number or nine-digit account number and press #.
- The system will repeat the phone number or account number back to you. If it is correct, press 1 —or— if not, press 2 and re-enter the number.
- The system will confirm your address. If it is correct, press 1 —or— if not, press 2. (If you have multiple accounts, and the first account address is not the one you would like to make a payment on, press 2 and the system cycles to the next linked account number.)
- To update your home phone number, press 1 —or—
To update your business phone number, press 2 —or—
To update your cell phone number, press 3

*Please note:
Phone number
updates will take
effect within 7-10
business days*

To create or update your PIN, press 4

- To look up your information using your **phone number**, press 1 —or— using your **account number**, press 2. Wait for the prompt, then key in your phone number or nine-digit account number and press #.
- The system will repeat the phone number or account number back to you. If it is correct, press 1 —or— if not, press 2 and re-enter the number.
- The system will confirm your address. If it is correct, press 1 —or— if not, press 2. (If you have multiple accounts, and the first account address is not the one you would like to make a payment on, press 2 and the system cycles to the next linked account number.)
- To create your PIN: If you have not created a PIN, the system will automatically recognize this and state that no PIN was found on file and to please enter your desired 4-digit PIN and press #.
- To update your PIN: The system will ask for your current four-digit PIN. Enter it, and press #. The system will ask you to choose a new four-digit PIN. Enter a new four digit PIN and press #.