



# How to pay a loan from an outside account

Follow these steps to pay your Consumers loan from an outside account. Making a payment from an **outside account** will take 3-5 days for the payment to post once the account is established.

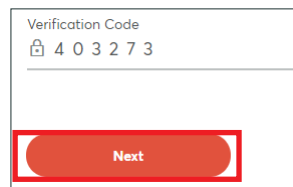
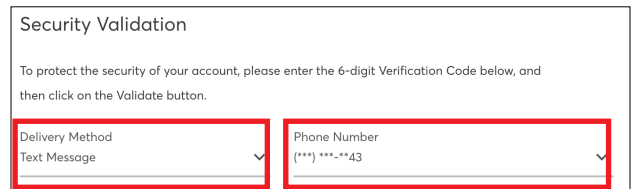
1. Log in to Online Banking and click **Move Money**.



2. On the upper right-hand side of the screen, click **Add External Account**.

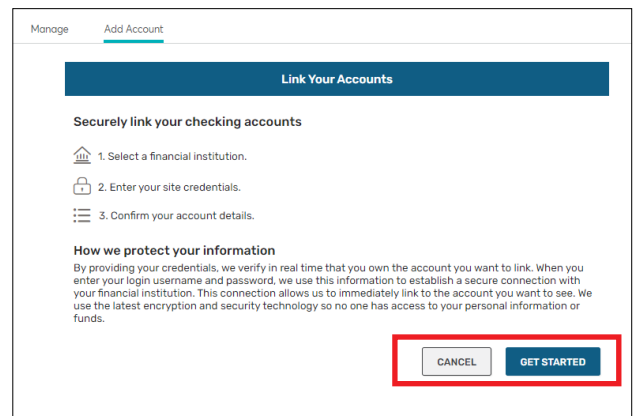


4. The first time using this service, you will be asked to verify your identity. This could be through a push notification or through a security validation process.  
  
If the latter, select a security verification code delivery method from the dropdown, and click **Send Code**. Enter the **Verification Code**, and click **Next**.



- If prompted, please read and accept the **Terms and Conditions**.

5. Read and click **Get Started**.

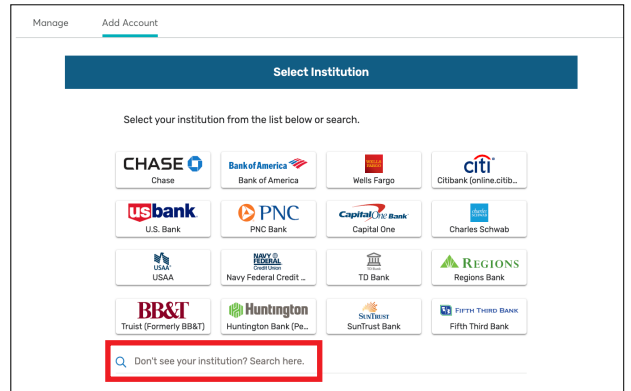




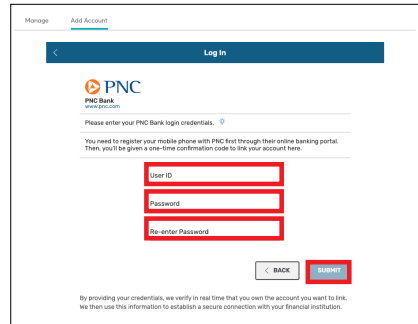
# How to pay a loan from an outside account (cont.)

6. Use the search feature to find and select your other financial institution.

**Tip:** If you are unable to find your financial institution, click the **I can't locate my financial institution.**



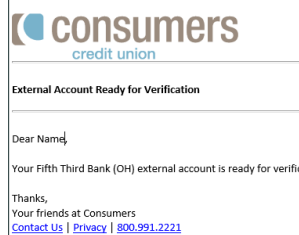
7. Log in with the **Username** and **Password** of the account you are trying to connect. Tap **Submit**.



8. Once an outside account is set up, two small trial deposits will be sent to your new external account within 1-3 days. When those deposits are made, you'll receive a confirmation notification from Consumers.

Once received, go to **Manage other Accounts** under **Move Money**, and click on the new outside account. Then click on the **Verify Trial Deposits** button and enter the trial deposit amounts. You will now be able to transfer money to pay your loan.

From: [no-reply@mail.onlinebanking.consumerscu.org](mailto:no-reply@mail.onlinebanking.consumerscu.org) <[no-reply@mail.onlinebanking.consumerscu.org](mailto:no-reply@mail.onlinebanking.consumerscu.org)>  
Sent: Wednesday, May 20, 2020, 3:15 PM  
To: Name  
Subject: [EXT]Your external account is ready for verification

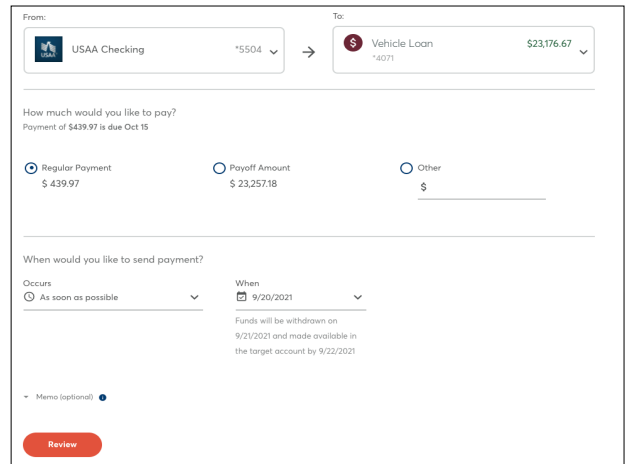


**C** Consumers CU: Your Fifth Third Bank (OH) external account is ready for verification. Please log in to Online Banking, click Move Money then Manage Other Accounts to verify your trial deposits.



# How to pay a loan from an outside account (cont.)

9. Tap **New Transfer** from the **Move Money** tab. Enter the transfer information including:
- The external account to pay **From**
  - The loan account to pay **To**
  - **How Much** you would like to pay
  - **When** you would like to send the transfer
- Click **Review**.



From: USAA Checking \*5504 → To: Vehicle Loan \*4071 \$23,176.67

How much would you like to pay?  
Payment of \$439.97 is due Oct 15

Regular Payment \$ 439.97     Payoff Amount \$ 23,257.18     Other \$

When would you like to send payment?

Occurs:  As soon as possible    When: 9/20/2021

Funds will be withdrawn on 9/21/2021 and made available in the target account by 9/22/2021

Memo (optional)

**Review**

10. If all the information is correct, click **Confirm**. If not, click **Edit** to make any necessary changes or **Cancel** altogether.



**Confirm**    Cancel    Edit