

**SAVINGS BANK OF DANBURY – Online Bill Pay  
Frequently Asked Questions (FAQs)**

Frequently Asked Question	Effective March 1, 2010
When will I be able to access Bill Pay?	24 hours a day, 7 days a week
What methods of Bill Pay support are available?	Telephone - E-mail – Live Chat
What number do I call for Bill Pay member service support?	Toll Free: <b>(866) 956-1225</b>
What are Bill Pay customer support hours of operation?	Monday through Friday from 7:30 am – 2:00 am ET
What is my fee for using the Bill Pay product?	<b>There is no charge for this service.</b>
When will my payments be processed?	Your payments will be processed on the 'PROCESS' date that you select.
When will my account be debited?	Your account will be debited on the 'PROCESS' date that you designate.
May I pay bills from multiple accounts?	Yes, you can pay bills from multiple accounts.
Will the upgraded Bill Pay product retain a history of payments processed?	Yes. A history of payments processed will be available to you.
How long will it take for my payments to be received by the payees?	Electronic payments usually post within 2-3 business days. Checks may take 5-10 business days depending on the state of destination.
What if my Browser is not compatible with the upgraded Bill Pay product?	The Bill Pay site has a prompt for you to run a browser compatibility check. If issues are identified, step by step instructions are provided to assist you.
Will I need to make any changes to my Personal Computer ("PC") Internet Settings?	If "Internet Options" require changes, the Bill Pay site will provide instructions during the compatibility check process. You may also consider setting up the Bill Pay site as a "Trusted Site".
I have Pop-Up Blocker set up on my PC. Will this service create any issues when processing my bill payments?	The Bill Pay application utilizes enhanced features and tools which call for a separate window to open. Blocking pop-ups while using the Bill Pay application may keep certain features from functioning properly. You may want to consider allowing Pop-Ups just for the Bill Pay site.