Loan Payments Made Easy

Frequently Asked Questions

What information must be provided for registration?

Your date of birth in **MM/DD/YYYY format**, the last 4 digits of your Social Security Number, and your TTCU account number.

Why can't I complete my registration? (i.e. I received the message: "Sorry, we are unable to verify your account with the details you provided. Please try again.")

- You did not enter your information correctly or in the correct format **(MM/DD/YYYY format is required for your date of birth)**
- You may not have a loan available for payment online.

Please attempt to re-register with the correct info.

Note: You **CANNOT** make payments to your credit card account through this payment service.

I forgot my password. How can I retrieve it?

Click the 'Problems Logging In' link. You will need to enter the email you used to register. You will then receive a password reset email to your registered email.

Note: Member Services cannot reset your password over the phone.

How can I check the status of a payment?

Log in. Under the heading 'Transaction History' you will be see the status of your payment(s).

I received a message that my account has been disabled due to inactivity. How do I re-enable my account?

Your security accounts are disabled after 90 days of inactivity. Please call 800-622-2535 to re-enable your account.
You must sign in at least once every 90 days to avoid having your account disabled.

Can I make a partial payment?

Yes, you can make a partial loan payment online.

How do I update my zip code so I can reset my password in the future?

Upon successful log in, you can update the zip code by clicking on 'User Details' and selecting 'Edit'.

THE TENNESSEE CREDIT UNION
ttcu.org | 800-622-2535

If you are not receiving the password reset email, please call TTCU at 800-622-2535 to update the email address on your online loan payment account.

Am I able to use a credit card to make a payment through this service?

We do offer the ability to make your payment via credit card through this service. However, we **do not accept Visa Credit Cards or American Express cards** as a valid form of payment. You can also issue a payment via:

• Debit Card

• One-time ACH transfer from another financial institution

Alternatively, you may make a payment to your loan by transferring funds from your TTCU account through TTCU's Online/Mobile Banking, by visiting a one of our locations or calling Member Services at 800-622-2535.

Can I set up automatic payments online?

Automatic payments can be set up for TTCU loans. If you would like to pay your loan from a **TTCU account** you may enroll in Online/Mobile Banking and set up a reoccurring transfer.

To automatically pay your TTCU loan **from another financial institution**, you will need to contact member services at 800-622-2535.

Is there a limit to the dollar amount I can pay online?

Loan payments are limited to $2,500.00.

Is there a limit to the number of payments I can make online?

Users may not exceed **10 payments per account, per month**.

To make additional payments, you will need to call TTCU at 800-622-2535.

Am I able to make a payment to a delinquent loan?

No. If the loan is delinquent, please call Member Services at 800-622-2535.