

CONSUMER AUDIENCE

Follow up Consumer email to go to all consumers on Tuesday, February 6, 2024

Subject: ***Urgent Client Update Notification re: Permanent Retirement of MyCheckFree.com on March 14, 2024***

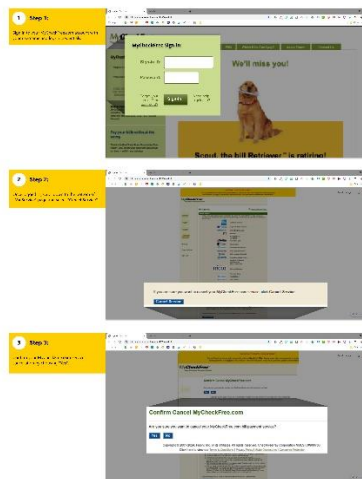
Dear MyCheckFree Cust

This is a follow up to our January 9, 2024 communication to you about the upcoming retirement of the MyCheckFree.com website, **effective March 14, 2024**. As mentioned in our previous communication, MyCheckFree.com service and your account will be permanently disabled on March 14, 2024, and you will no longer be able to receive eBills or make payment through the MyCheckFree service.

As the closure date approaches, we want to ensure a seamless transition for you as this change will affect all eBills that are received, and all transactions scheduled for payment at MyCheckFree.com. We recommend consumers proactively cancel their MyCheckFree.com service on our user-friendly website at their earliest convenience before the retirement date.

To proceed with canceling your service, follow the steps below.

1. Click [here](#) to sign in to your MyCheckFree.com account with your username and log-in credentials.
2. Once logged in, scroll down to the bottom of "My Service" page and select "Cancel Service".
3. Confirm your MyCheckFree.com service cancellation by choosing "Yes".



After canceling your MyCheckFree.com services, you have the option to work directly with your individual bill providers to enroll in eBill and set up automatic payments.

If you decide not to take action and cancel your MyCheckFree.com service, please note that your account will be permanently disabled on March 14, 2024. **The final day to access your MyCheckFree.com account will be Wednesday, March 13, 2024.**

What will happen on March 14, 2024 if you do not proactively cancel your MyCheckFree.com service?

- Login access to MyCheckFree will be permanently disabled.
- You will be unenrolled for all of your eBills received at MyCheckFree.com. The bill delivery preference on file with your bill provider will be used to resume delivery of your bill. This bill delivery preference may include, without limitation, delivery by the US Postal Service (USPS) to the mailing address on file with your bill provider or paperless delivery supported by your bill provider.
- Automatic bill payments (“autopay”) will be disabled at MyCheckFree.com.
- All electronic payments with a scheduled payment date after Thursday, March 14, 2024, will be permanently cancelled. Payments scheduled with a payment date of March 14, 2024, and before will process.
- Access to eBill and payment history will no longer be available at MyCheckFree.com.

What actions do you need to take before March 14, 2024 if you don’t not cancel your account ahead of time?

- All electronic payments scheduled for payment **AFTER** Thursday, March 14, 2024, will be permanently cancelled. If you are currently using autopay, please make alternative arrangements for your future payments.
- Download all eBills and payment history before 11:59 PM ET on March 13, 2024.

How can you resume eBill delivery and online payments?

- If you wish to continue enjoying paperless bill delivery and online payment capabilities, we recommend working with your individual bill providers. Visit your bill provider’s website to learn more about available eBill delivery options that they offer or utilize eBill services provided by your financial institution. Many bill providers and financial institutions offer eBill options that will allow you to maintain the convenience and efficiency you have enjoyed with MyCheckFree.
- Please note that you **must** unenroll from the eBill service on MyCheckFree.com prior to enrolling elsewhere.

Replies to this email are not monitored. Should you have any questions regarding these changes, please feel free to contact **MyCheckFree Customer Service at 800-564-9184**. Support hours are 8:00 AM - 9:00 PM ET Monday - Friday and 8:00 AM - 5:00 PM ET Saturday and Sunday.

Thank you for being a part of the MyCheckFree community over the years. We genuinely value the loyalty and trust you’ve placed in **MyCheckFree** for eBill delivery and payment services.

Sincerely,

CheckFreePay Corporation

*MyCheckFree® electronic bill delivery and payment services offered at www.mycheckfree.com are provided by or through CheckFreePay Corporation (NMLS ID#908760), a licensed money transmitter, and/or its affiliate CheckFreePay Corporation of New York, which is licensed and regulated as a Money Transmitter by the New York State Department of Financial Services, each a wholly owned subsidiary of Fiserv, Inc.