

# eBills

## Frequently Asked Questions

1. What is an eBill?  
An eBill is an electronic version of a bill you receive directly within Bill Pay, which you can view and pay immediately.
2. Is an eBill the same as an email?  
No, an eBill is an electronic version of the bill you receive you can view and pay immediately, while an email is delivered to your personal email inbox.
3. Are eBills free?  
Yes, eBills are free, and they can accelerate and simplify the bill paying process. You simply click it, view it and pay it.
4. Do eBills contain the same information as paper bills?  
Yes, and in fact eBills also look exactly like your paper bills. The only difference is they are conveniently delivered to the your Busey ebank account within Bill Pay instead of to your home's mailbox.
5. Can I prevent missed payments if I receive eBills?  
Yes, you can set up an automatic payment, and we'll pay your eBill when it arrives. We can also send you an email when your eBill arrives and when it is paid. No more late payments or late fees.
6. Can you inform me when my eBill arrives?  
Yes, you can choose to receive an email when your eBill arrives.
7. Are eBills secure?  
Yes, statistics show eBills reduce the risk of identity theft most often traced to lost or stolen documents that can be taken from your home's mailbox.
8. Is a paper bill less secure than an eBill?  
It can be. When you avoid receiving the mounds of paper associated with paper bills you also do away with the need to store and shred bills containing confidential information.
9. Are eBills good for the environment?  
Yes. For every eBill you receive, you eliminate unnecessary paper. When you go paperless, you go green.
10. What if I need a paper copy of my bill?  
Since your eBill is available online any time, you can always print a copy if you need one.
11. How do I switch from a paper bill to an eBill?  
It's easy to get started. Simply click the blue "Set up eBill" link below the company name, and follow the online instructions. You should begin receiving your bill online within 1-2 billing cycles.

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12. Are eBills reliable?

Yes, we log and track every bill we receive to assure it is delivered to your account. We can also send you an email if a recurring bill has not been delivered when expected.

13. Why do I need to give you my user IDs and passwords?

It enables us to retrieve electronic versions of your bills and present them to you in a single, secure location. Don't worry—your login information is kept confidential.

14. When I set up an eBill for a payee, which user ID and password do I enter?

You should enter login information for the biller's website. If you haven't registered for online account access with your biller, please take a moment to do so before continuing with the setup process.

15. Is the login information for my billers' websites kept secure?

Yes, we are committed to safeguarding the privacy and security of all your personal information. Your login information is kept confidential and is used only to retrieve an electronic version of your bill from the biller's website so we can present it to you online in one convenient location.

16. What does "Action needed" mean?

The "Action needed" link usually indicates we need you to provide updated login information or account specific information to set up an eBill.

17. What if my payee sends me information in addition to my bill?

Any electronic notices a biller sends to you will be presented to you just like an eBill. Once you sign up for eBills, all paper correspondence from the biller will be sent to the address of record the biller has for you.