

ONLINE BILL PAY

Personal Banking



Log In

- Go to MetaBank.com – click “Log Into Online Banking” on the upper left side of the screen
- Enter your access ID under the “Personal” heading, and click “Go”
- Enter your password, and click “Submit”

Enroll

- Once logged in, click on the checking account to use and click “Online Bill Pay”
- Verify that your email is correct, and click “Submit”
- Click “Accept” after you read the Terms and Conditions
- Fill in the account nickname (example: John’s Checking)
- Select an account type from the dropdown box
 - **NOTE:** MetaBank routing transit number will be listed; Online Bill Pay is available for checking, money market savings and HSA accounts, though transaction limits may apply to money market and HSA accounts
- Enter and confirm the 10-digit account number
- Click “Next Step” at the bottom of the page to agree to the bill pay terms
- Answer a series of questions in reference to your credit information, and click “Continue”
- The resulting message will read, “We have completed the verification process. Please click Continue”
 - **NOTE:** If the verification fails, you will be prompted to download and print a form – follow the instructions, and send to the address on the form or bring into your nearest MetaBank branch location
- Click “Continue” and then “Finished”

Confirm an Account

In two to three days, you will see three bill-pay transactions post to your account to verify that it is open and active – two credits and one debit (these will balance out to zero). After the credits post to your account:

- Log into Online Bill Pay, and click “My Accounts” – click “Unconfirmed” by the account number
- Enter the two credit amounts that hit the account (including decimals), and click “Confirm”
 - **NOTE:** You can use more than one account to pay bills – confirm each one using the same steps above

Add a Bill

- Click “Get Started”
- Click “Add a Company” or “Person to Pay” in the upper middle of the screen
- Click the button next to the company you want to pay, and click “Continue”
- Select the bill category or “More Bill Categories” or enter the company’s/person’s name, and click “Search”
- A list of possible matches will display – select the company, and click “Continue” or enter information for your bill
- Click “Add Bill” – then click “Add Another Bill” or “Finished”
- After clicking “Finished,” you will be returned to the home screen, the Payment Center – enter the dollar amount of the bill
- Select the pay date, generally the date the account will be debited and when the payment should arrive at the payee
 - **NOTE:** The dates in blue are the pay dates from which to choose – more than one payment can be made at a time from a given account
- Click “Make Payments,” and verify the payment information is correct
- Click “Submit Payments” if all information is correct
- Click “Finished” on the payment confirmation screen
- Payment will now appear in “Pending Payments” on the Payment Center home screen



Questions?

View our Online Bill Pay walkthrough at MetaBank.com. Or feel free to contact MetaBank Customer Service by phone at **1.866.559.5037** or by email at **ibank@metabank.com**.