



Luther Burbank[®]

Savings

Bill Pay User Guide

Once approved for bill pay service, your company's senior administrator will receive notice via email from Luther Burbank that it is available. The following procedure outlines how to access the service and make bill payments using Business Online. You may also access the Business Bill Pay video tutorial available on the Business Online Training Resource page. If you have any questions about the procedure or wish to report any issues while using Business Online, email onlineaccounthelp@lbsavings.com or call 888.578.4495, Monday – Friday, 9am to 5pm (PT). If emailing, please do not include any sensitive information such as an account number, PIN, password or Online ID.

Accessing Bill Pay

- To access Bill Pay from the home page, click Management Tools>Bill Payments or Quick Launch >Bill Payments.
- When accessing for the first time, you will be directed to the Welcome page. Click Get Started to begin.

Adding a Biller

- To begin building a directory of bill payees, click Add a Bill from the Bill Pay menu.
- Select the appropriate option for the recipient of the payment – Company or Person.
- Click Continue to add the biller's information.
- If paying a company, you may search by the company's name or select Enter All the Information for Your Bill to enter the company's information manually.
- If paying a person, you may either search by the person's phone number or select Enter All the Information for Your Bill to enter the person's information manually. (Searching by phone number is helpful if you make regular, but not recurring, payments to the person.)
- Review the company/person's information against your invoice/bill to ensure accuracy.
- After the information for the company/person has been added, click Add Bill and a confirmation pop up window will appear.
- Add another biller by clicking Add Another Bill or click Finish to complete the entry.

Paying a One Time Bill

- From the Bill Pay menu, click Payment Center.
- Next to the payee, enter the Amount for the payment and Pay Date (up to 10 payments may be made per transaction).
- Click Make Payments.

Setting up Automatic/Recurring Bills

- From the Bill Pay menu, click Manage My Bills.
- Select the payee to whom payments will be made then click Add an Automatic Payment.
- Enter the information regarding the bill and payment frequency. Set an end date, if applicable. (Payments that do not have an end date indicated will continue until they are cancelled or updated in Manage My Bills.)
- Select any desired email notifications.
- Click Save Changes.

Setting up Reminders for Upcoming Payments

- From the Bill Pay menu, click Manage My Bills.
- Select the payee for whom you wish to receive reminders and click Set up Reminders for this Bill.
- Enter the information regarding estimated due dates and your notification preference.
- Click Save Changes.

Updating Biller Information

- From the Bill Pay menu, click Manage My Bills.
- Select the biller to be changed then click Update Biller Information to make any necessary changes.
- Click Save Changes.

Deleting a Biller

- From the Bill Pay menu, click Manage My Bills.
- Select the biller to be deleted then click Delete This Biller.
- To confirm the deletion, click Ok from the pop up window.

Viewing Billing History

- From the Bill Pay menu, select Bill History.
- From the Current View drop down, select the timeline option for the desired bill history. To modify the view, click Additional Options.
- Click Go and the desired bill history will appear.