



Name  
Mailing Address  
City, State, ZIP



Dear <NAME>,

We're writing to let you know about an upcoming change to how you make loan payments with us. As part of our commitment to improving your experience, our ProPay service will be discontinued as of **August 29, 2025**.

Starting **September 2, 2025**, you'll be able to make loan payments through our new External Loan Payment portal, accessible via our updated online and mobile banking system. This secure and streamlined service lets you pay using an e-check (ACH) or debit card, offering flexible and convenient options to fit your needs.

Features You'll Enjoy:

- **E-Check (ACH) Payments:** Opt for ACH payments and enjoy the ease of scheduling automatic transfers directly from your external bank account. This feature eliminates the stress of remembering due dates and ensures your payments are always made on time.
- **Debit Card Payments:** If you prefer paying via debit card, you'll benefit from real-time processing of payments, ensuring they're credited to your loan quickly and efficiently.
- **Pay by Text:** Experience the ultimate convenience with our new Pay by Text feature, allowing you to make payments anytime, anywhere, right from your mobile phone.

If you have any questions or need assistance, our team is here to help! Please contact us at 800-628-5517.

Thank you for being a valued member. We're confident this new system will make managing your loan payments faster, simpler, and more convenient.

Sincerely,

Scott Ward  
President/CEO  
Unity One Credit Union