

What information is needed in order to register?

You will need your date of birth, the last four digits of your Social Security number, and your Tri Counties Bank loan account number.

Why is my registration not going through? (i.e., "Sorry, we are unable to verify your account with the details you provided. Please try again.")

- You may have entered incorrect information or entered it in the wrong format (MM/DD/YYYY is the correct date format). If you are having difficulties, please call us at 1-800-922-8742.
- A Tri Counties Bank loan may not be available for payment online.

Please attempt to re-register after verifying format and other information.

NOTE: You can only make payments on a loan and CANNOT make payments to a credit card account through this payment service.

Why is my payment not being initiated?

The payment may not be initiated due to the following:

- Your payment account may not have sufficient funds
- You may have not provided us with the correct payment account information
- Your debit or credit card has expired or has been declined by your financial institution.

If your problem persists, please call us at 1-800-922-8742.

I scheduled a payment for more than the total balance owed on the account. Why is it not going through?

The loan payment portal will not process payments above the amount due, and would adjust your payment amount to reflect the amount due at the time of payment processing. If you would like to make a payment greater than the amount due, please call us at 1-800-922-8742.

Are there any charges for canceling the transactions?

There is no charge for canceling or editing a payment prior to the processing of the payment.

Can I set up recurring and scheduled payments?

Of course. Select recurring payments through our auto-pay feature. If you choose to set up recurring payments, or if you initiate a scheduled payment, an email confirmation will be sent to you confirming that your payment instruction has been received and accepted by our services.

I forgot my password. What do I do?

Select "Forgot your Password" from the initial login screen. Enter the email you used to register, and you will be sent a link to reset your password.

Continued on reverse

Who do I call when I have a problem?

Call Tri Counties Bank at 1-800-922-8742.

Is there a limit to the dollar amount I can pay online?

Yes, you can only pay the amount that is due on your account.

Are partial payments possible?

No, you can only pay the amount that is due on your account. If you need to make a partial payment please contact Tri Counties Bank at 1-800-922-8742.

Is there a limit to the number of payments I can make online?

You can make one payment per Tri Counties Bank loan account; if you have multiple Tri Counties Bank loans, you can make payments on each one.

Can I make a payment to a delinquent loan?

No. To make payments on a delinquent loan, please call us at 1-800-922-8742.

Can I use the payment portal to pay off and close my loan?

No. We are unable to accept final payments or loan payoffs through the Tri Counties Bank Loan Payment Portal. Please visit your local branch, mail a check, or send a wire transfer for your final payment. Payoff instructions are listed below.

For overnight delivery, please send checks or cashier's checks to:

Tri Counties Bank
63 Constitution Dr.
Chico, CA 95973

Include your name and loan number.

Wire Payments (from inside the US)

ABA routing number: 121135045

Account number: your loan number

ATTN: PAYOFF – Loan Operations

Please include your name.

Wire Payments (from outside the US)

ABA routing number: 121135045

SWIFT: TRICUS66

Account number: your loan number

Please include your name.