



Loan Payment Options

Self-Service Options (Free/Neighborhood CU does not charge fee):

Payment from Neighborhood Credit Union accounts

- **Online Banking:** Login and click on “Move Money” tab. Transfer a single payment or setup automatic recurring transfers from your Neighborhood Credit Union account.
- **MyNCU Mobile App:** Login and tap “More” then tap “Make a Loan Payment.” Transfer a single payment or setup automatic recurring transfers from your Neighborhood Credit Union account.
 - MyNCU Mobile App available to download from the Apple App Store or Google Play Store.

Payment from Another Bank

- Electronic payments (ACH) are accepted from a non-Neighborhood CU checking or savings account.
 - Online Banking: Login, click on “Additional Services” and then click on “E-Payments”.
 - Phone System: Call 214.748.9393, use Loan Payment options not labeled “Live Representative”.

Online Bill Pay from Another Bank:

- Have another bank send your payment directly to your Neighborhood Credit Union loan. Enter in the following information to your bank’s online Bill Pay System:
 - Payable to: Neighborhood Credit Union, P.O. Box 803476, Dallas, TX 75380
 - Routing # 311079270
 - Your Loan Account/MICR #

Payment by Mail:

- Send check or money order payable to Neighborhood Credit Union with the loan account/MICR # on the memo line to: **Neighborhood Credit Union, P.O. Box 803476, Dallas, TX 75380**

Neighborhood Credit Union Branch - myncu.com/locations (Business Hours):

- **Payment Methods:** Cash, check and money order.
- **Neighborhood CU Account:** Ask a representative for help in setting up recurring loan payments.
- **Payments by Card:** Make a payment in person, MasterCard and Visa credit and debit cards accepted. Discover Card and AMEX are not accepted at branch locations. Credit Card payments are processed as a Cash Advance. Refer to your Credit Card’s Terms & Conditions for Cash Advance Fee information.
- **From Another Bank:** Ask a representative for help in setting up recurring loan payments.
- **Video ATMs (*Select Locations*):** Use a Video ATM for loan payments and deposits. View branch details at myncu.com/locations to see if location has a Video ATM.

Neighborhood CU Representative Assisted Options (Refer to Fee Schedule for Service Fee):

Neighborhood CU Employee Assists with Payment

- Representative assists with setting up an ACH Loan Payment or making a payment by credit card (Master Card or Discover) or debit card (MasterCard or Visa). **Visa and AMEX credit cards are not accepted by phone or live chat.**
 - Phone System: Call 214.748.9393, follow prompts for Loan Payments>Speak to a Representative.