How to pay a loan from an outside account

Follow these steps to pay your Consumers loan from an outside account. Making a payment from an outside account will take 3-5 days for the payment to post once the account is established.

1. Log in to Online Banking and click Move Money.

2. On the upper right-hand side of the screen, click Add External Account.

4. The first time using this service, you will be asked to verify your identity. This could be through a push notification or through a security validation process.
   
   If the latter, select a security verification code delivery method from the dropdown, and click Send Code. Enter the Verification Code, and click Next.
   
   If prompted, please read and accept the Terms and Conditions.

5. Read and click Get Started.
How to pay a loan from an outside account (cont.)

6. Use the search feature to find and select your other financial institution.

Tip: If you are unable to find your financial institution, click the I can’t locate my financial institution.

7. Log in with the Username and Password of the account you are trying to connect. Tap Submit.

8. Once an outside account is set up, two small trial deposits will be sent to your new external account within 1-3 days. When those deposits are made, you’ll receive a confirmation notification from Consumers. Once received, go to Manage other Accounts under Move Money, and click on the new outside account. Then click on the Verify Trial Deposits button and enter the trial deposit amounts. You will now be able to transfer money to pay your loan.
9. Tap **New Transfer** from the **Move Money** tab. Enter the transfer information including:
   - The external account to pay **From**
   - The loan account to pay **To**
   - **How Much** you would like to pay
   - **When** you would like to send the transfer
   
   Click **Review**.

10. If all the information is correct, click **Confirm**. If not, click **Edit** to make any necessary changes or **Cancel** altogether.