

Loan Payment Instructions

REFERENCE GUIDE



Thank you for choosing us for your loan needs! As part of our on-going commitment to convenience, please follow any of these handy options on ways to submit payment on your loans:

1. Pay with an Online Banking Transfer.

From the Home page select the loan you'd like to pay, and select Pay Now. Select the 'pay from' account, amount, frequency (one time or recurring payment), payment date (or start date if recurring).

If setting up recurring payments, you'll need to set an end date under 'recurring until.' Click Continue. Please review the transfer - you have the option to cancel, edit, or click Schedule Payment. Click Done.

If you want to make a change, click the Pending Tab, click the down arrow on the right side to bring up your payment, make necessary changes, and click Update. Or, you can simply cancel the transfer.

2. Automatic ACH from any other financial institution.

A one-time signature is required, and our loan assistants are happy to help set this up for you.

3. Call in to make a payment using your debit or credit card.

Our call center agents can take the payment over the phone. Call us at (918) 696-7745 or toll-free at (833) 322-2265. A small fee may apply per transaction.

4. Bring your Payment Book Coupon to any of our local branch locations.

As a Carson Community Bank customer, you can visit any of our convenient locations including Stilwell, Westville, Keys, and West Siloam Springs. Our friendly staff can assist you with making payments, in person.

For customers on the go, or needing to drop off a payment during non-business hours, our Drop Box option is a great solution. Please be sure to seal your payment in an envelope, and indicate your loan number.

5. Mail in your loan payment by U.S. Postal Service.

PO Box 512 Stilwell, OK 74960

Customers can also request a postage paid envelope by contacting their loan officer.

MORE WAYS TO CONNECT:



WEBSITE:

www.carsoncommunity.bank



**CUSTOMER SERVICE CALL CENTER:
918.696.7745**



**CUSTOMER SERVICE CALL CENTER
(TOLL-FREE):
833.322.2265**



**CUSTOMER SERVICE EMAIL:
customerservice@carsoncommunity.bank**



**FOLLOW US ON FACEBOOK:
[www.facebook.com/
carsoncommunitybank](https://www.facebook.com/carsoncommunitybank)**

Customer Service Call Center:
918.696.7745, or toll-free: 833.322.2265