

Who can use the Loan Payment Center?

The Loan Payment Center is a convenient method for customers to make a Bank of Lake Mills loan payment online from a checking or savings account at another financial institution. The best method to make a loan payment online using a Bank of Lake Mills checking or savings account is to use Bank of Lake Mills Online or Mobile Banking. Recurring or one-time transfers from your Bank of Lake Mills checking or savings account can be set up to make a loan payment. Visit bankoflakemills.com or contact a Banker for more details on enrolling in Online and Mobile Banking.

What information do I need to make a payment?

The primary account holder's information, as it appears on your statement, needs to be used for a one-time payment and to create an account: First Name/Company Name and last 6 digits of social security number or TIN.

Can a one-time payment be made using the Loan Payment Center?

Yes. From the Loan Payment Center login screen, select PAY NOW and follow the steps for a one-time payment. Creating a Loan Payment Center account is not required.

Can recurring payments be scheduled using the Loan Payment Center?

Yes. Scheduling recurring payments is an option. Creating a Loan Payment Center account is required.

Does a Loan Payment Center account have to be created to make a loan payment?

No, if making a one-time payment.

Yes, if scheduling recurring payments.

How do I schedule recurring payments using the Loan Payment Center?

New User: From the Loan Payment Center login screen, select Create Account at the bottom. Follow the steps.

Returning User: From the Loan Payment login screen, enter your user name and password to log in.

Select the Automatic Payments option. Only your regular payment due may be scheduled as recurring.

Contact Loan Servicing to schedule a recurring payment for a different amount.

When will the payment post?

Payments received using the Loan Payment Center will post to a loan the same business day if submitted before 7:55 pm.

Will I receive a receipt for my payment?

Yes. At the end of the transaction, you may select to print or save it electronically.

How do I cancel or change a payment?

For one-time payments, contact Loan Servicing.

For scheduled payments, log in to the Loan Payment Center. Under Scheduled Transactions, select the edit icon for the transaction you want to cancel. You can also contact Loan Servicing.

What is my current loan balance?

Ways to find your current loan balance: 1) Loan Payment Center; 2) Online and Mobile Banking; 3) Contact Loan Servicing.

What is my loan payoff balance?

The balance presented in the Loan Payment Center is not the payoff amount. Contact Loan Servicing for the payoff amount.

Can I pay off my loan in the Loan Payment Center?

Yes. Contact Loan Servicing for the loan payoff amount. The balance presented in the Loan Payment Center is not the payoff amount. You can also mail the payoff check to Bank of Lake Mills, 136 E Madison Street, Lake Mills, WI 53551, Attn: Loan Servicing or deliver it to a branch.

I'm getting a server error. What should I do?

Try clearing your browser's cache. If you are still having trouble, contact Loan Servicing during normal business hours.

I'm having trouble logging in. What should I do?

Check that you have correctly entered your user name and password, which are both case sensitive. If you are still having trouble, contact Loan Servicing during normal business hours.

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