



Additional Loan Payment Center FAQs

We only recommend using this payment option if you want to make a one-time payment with a debit card or have already set up your payments in the Loan Payment Center.

If you are a new auto loan customer, we recommend using INTRUST Online and Mobile Banking to make one-time and recurring personal loan payments and view details about your loan. If you are not paying from an INTRUST checking account, [follow these instructions](#) to set up an external transfer account and make your payments from an account at a different financial institution. We recommend using online and mobile banking because it offers an enhanced user experience, and your loan account will immediately show that you've made a payment. Payments will be processed by 10:00 p.m. CT on business days.

Q: When should I use the Loan Payment Center?

A: We recommend using the Loan Payment Center when you want to make a one-time payment using your debit card.

Q: How do I make a one-time payment using the Loan Payment Center?

A: Select **PAY NOW** and follow the steps for one-time payments. Payments will be processed by 7:45 p.m. CT on business days.

Q: When will my payment post?

A: Payments made with the Loan Payment Center will be processed by 7:45 p.m. CT on business days.

Q: Will I receive a receipt for my payment?

A: At the end of the transaction, you can print the receipt or save it electronically.

Q: How do I cancel a payment?

A: Log in to the Loan Payment Center. Under **Scheduled Transactions**, select the edit icon for the transaction you want to cancel. You can also call us at 800-895-2265 before 7:00 p.m. CT on the business day the payment is scheduled to be processed. Our hours are Monday - Friday 7:00 a.m. to 8:00 p.m. or Saturday 8:00 a.m. to 6:00 p.m. CT.

Q: How do I view my loan balance?

A: You can view your loan balance within the Loan Payment Center, or by enrolling in [Online and Mobile Banking](#), or by calling us at 800-895-2265, Monday - Friday 7:00 a.m. to 8:00 p.m. or Saturday 8:00 a.m. to 6:00 p.m. CT. A loan statement is also mailed to you each month.

Q: How do I obtain my payoff balance?

A: For payoff information, please call us at 800-895-2265, Monday - Friday 7:00 a.m. to 8:00 p.m. or Saturday 8 a.m. to 6:00 p.m. CT. The balance in Loan Payment Center is not a payoff balance.

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

A: Try clearing your browser's cache. If you are still having trouble, call us for assistance at 800-895-2265, Monday - Friday 7:00 a.m. to 8:00 p.m. or Saturday 8:00 a.m. to 6:00 p.m. CT.

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

A: Keep in mind that your username and password are both case sensitive. If you are still having trouble, call us for assistance at 800-895-2265, Monday - Friday 7:00 a.m. to 8:00 p.m. or Saturday 8:00 a.m. to 6:00 p.m. CT.

Q: Still have questions?

A: Call us for assistance at 800-895-2265, Monday - Friday 7:00 a.m. to 8:00 p.m. or Saturday 8:00 a.m. to 6:00 p.m. CT.