



**Video transcript:** “Updating Biller Info with Online Bill Pay | Regions Bank”

**Video source:** [<https://www.youtube.com/watch?v=3SdywkB-1sw> ]

[Regions logo appears. The words “Bill Pay Update your biller information,” appear. The green triangle of the Regions logo turns and morphs into a play button icon. A cursor clicks the play button.]

**VOICE-OVER:** Help ensure your bills are paid in a timely, and efficient manner by updating important information within Regions Bill Pay.

[A woman is holding a mobile device in her right hand and a bill in her left hand. She is looking at her phone and then at the invoice.]

**VOICE-OVER:** By updating your biller details with the most accurate information, it can help us deliver your payment to your biller electronically.

[A man and a different woman are reviewing and discussing an invoice the woman is holding. There are boxes all around them and a computer in front of them.]

**VOICE-OVER:** First log in to Online Banking. Then go to the Payments menu and select Bill Payment. Select the biller you want to update.

[A laptop is sitting on a desk with a phone on the left side and a coffee cup on the right. A user is logging in to Regions Online Banking with a username and password. The computer screen shows an authenticated customer with their account overview screen. The user clicks on the Payments menu, selects Bill Payment, a biller to update.]

**VOICE-OVER:** Once you see the Biller Details, select Edit biller. Within the Edit Biller screen, edit the mailing address and phone number with the most up-to-date information.

[The user scrolls over and clicks the Edit biller button. Within the Edit Biller screen the user clicks the Edit link next to the mailing address and phone number.

**VOICE-OVER:** Once you edit all necessary information, Save changes. A confirmation message shows your changes have been saved.

[The user then selects the Save changes button and a confirmation appears, "Your changes to Biller 1, \*HIKL have been saved."]

**VOICE-OVER:** Review any other Billers within the Pay Bills screen and repeat the steps.

[The user closes the screen and gets back to the Pay Bills section within Bill Pay. Biller 2 is selected, then the Edit biller button.]

**VOICE-OVER:** On certain billers, you can verify and edit the account number.

[On the Edit Biller screen, the user selects the Edit link next to the Account number section.]

**VOICE-OVER:** If you are using the Regions Mobile app, the steps to update your biller information are similar.

[A mobile phone comes into view and the login screen on the Regions Mobile app appears. The user logs in using a username and password. The Log In button is tapped.]

**VOICE-OVER:** Once you log in to the app, navigate to the Payments section and tap Bill Pay.

[The hamburger menu is selected. Payments and Bill Pay are tapped. The words, "Navigate to the Payments section and tap Bill Pay," appear.]

**VOICE-OVER:** Find the biller you want to update, tap the Edit biller button and then the edit link next to the information you want to edit. Save your changes, and your biller is updated.

[Within the Bill Pay, Pay Bills section, the user finds the biller Generic Energy to update. Within the Biller Details section, the user taps the Edit biller button and the Edit link next to the Nickname section. Scrolling down the screen, the user taps the Save changes button, and the success message appears, "Your changes to Generic Energy \*7002 have been saved."]



**VOICE-OVER:** Some biller information is unable to be edited.

[Some of the biller information is unable to be edited, so this message appears onscreen when a user cannot edit it. "You can't view or change the payment address. Generic Energy \*7002 will contact us directly if the address changes. Phone: (800) 000-0000."]

**VOICE-OVER:** Ensure you have the correct account number, phone number and address for each biller. Even with updated information, not all billers will receive electronic bill payments.

[The user selects the Edit biller button and the information for Generic Energy appears again. The woman first seen appears again looking at her mobile phone and holding an invoice in her left hand.]

**VOICE-OVER:** Thank you for using Regions Bill Pay. If you have any questions about how to update biller information, please visit your local Regions branch or call 1-800-734-4667.

[The words, "If you have any questions about how to update biller information, please visit your local Regions branch or call 1-800-734-4667."]

[The following disclosures display onscreen. The information presented may be changed without notice, is not an offer or contract, and does not amend any applicable customer agreement, the terms of which govern and control. Please refer to the pricing schedule or the applicable customer agreement or disclosure for additional details or pricing. All products/services are subject to terms and conditions and may be subject to qualification requirements, credit approval, fees, and change.

You must be at least 18 years of age to use Regions Bill Pay or Zelle®.

For more information regarding our Electronic Banking Services Agreement, please visit us online at [regions.com/digital-banking/digital-services/electronic-banking-service-agreement](https://regions.com/digital-banking/digital-services/electronic-banking-service-agreement).

Mobile Banking, Regions Mobile Banking App, Alerts, Notifications, Text Banking and Mobile Deposit require a compatible device and enrollment in Online Banking. All are subject to separate terms and conditions. Mobile Deposit may be subject to fees. Your mobile carrier's messaging and data fees may apply.

© 2024 All Rights Reserved, Regions Bank, Member FDIC. Equal Housing Lender. Only bank deposit products are FDIC insured. Regions, the Regions logo and the LifeGreen bike are registered trademarks of Regions Bank. The LifeGreen color is a trademark of Regions Bank.]