

Frequently Asked Questions

What is WAC EZ-Pay?

A text-based way to make deposits and payments on your West-Aircomm accounts. You can also make deposits and payments on our website.

How does it work?

3 days prior to your loan due date a text message will be sent asking if you want to pay now. You can respond "Y" and follow the prompts. You will also be able to go to our website and make a deposit or payment whenever you like.

Click "Pay" on the top of our webpage which will take you to the payment portal, you can enter your debit card number (no credit cards) or routing and account number for your checking account. You can select your default payment method and all payment methods will be saved.

Click here for step-by-step instructions on how to **initiate** payments and deposits.

Click here for **returning** user instructions for making payments and deposits.

There is a \$4.99 fee for every payment or deposit transaction. Give us a call for other payment/deposit alternatives 724-775-9630.

How can I pay my account via text message?

Once you receive a text reminder, you respond "Pay" to the same text. You will be asked to enter your pin to verify your account, once you have completed this process your payment will be complete and you should receive a confirmation text. **NOTE:** you will have to setup a 4-digit pin and preferred method of payment the first-time using text payments. Your payment methods will be saved.

What incoming texts will I receive?

You will automatically receive a text 3 days before your loan is due and 10 days after you loan is past due. This is regardless of how you make your payment.

Can I make a payment on my loan(s) through my online banking (Virtual Branch) or app?

Yes! After you login to your WAC online banking, you can directly transfer the payment, free of charge if you have money in your WAC savings or checking. If you would like to use a different financial institution to make the payment, click on the Transfers TAB and select ACH Transfer Out, enter all of the information and select the date that you want the payment/deposit to be made on your account. At this time, our app does not support outside payment methods.

If I opt out of receiving text messages, will I still be able to pay my loans online?

Yes, you will have to access the payment portal through our website or online banking. However, you will not receive any text notifications regarding payment reminders and will not be able to make payment via text message.

If I STOP to stop text messages, can I resume them?

You can text START to resume all text messages.

\$3,000 is the maximum amount per transaction.

Your account number is the loan/member number before the dash example: 12345-02, your account number is 12345.

Payments and deposits will be credited to you account within two business days.