


AER Online Loan Payment

FAQs

Do I need to sign up or enroll to pay online?

Yes you will need to register on the AER website www.AERHQ.org . From the main web page, on the right hand side, click on the link “AER ONLINE LOAN PAYMENT” under News & Update.

NEWS & UPDATES

 **AER ONLINE LOAN PAYMENT**

I did not receive a confirmation email, should I retry?

No you should not retry, you should contact AER to confirm that payment is in process.

Will I be charged a fee for making my payment online?

There is no charge to our customers for using our Online Loan Payment feature.

What type of account I my use to pay my bill?

You may use your savings or checking account to pay your bill online.

What type of information do I need to enter to pay online?

You will need the amount you are paying, your bank's routing transit number, and your checking or saving account number.

What is a routing transit number?

It is a number that identifies the bank your checking or saving account belongs to.

Where do I find my checking and routing transit numbers?

Both numbers are printed at the bottom of your check. The routing transit number is the first (nine digit number) and your checking account number (which may vary in length and be broken into groups of numbers) is usually the second number. The following number is generally the check number (not part of your checking account number) and therefore, should not be included when entering your checking account number. If you do not have a check available, please contact your bank for this information.

If I have a question regarding my payment, how do I contact you?

We may be reached by calling 1.866.878.6378. Please be sure to print and retain your payment confirmation page each time you make a payment, as this information is necessary to address any questions you may have regarding your payment.

Is it possible to have my bills paid automatically?

Yes, by setting up recurring payments. Loan payments will be deducted from your bank account automatically on the date that you choose.

Can I use my credit card to make payments?

No, AER does not accept credit card payments.

Am I limited to making payments during certain times of the day and days of the week?

No, payments may be made online at any time. Periodically, the AER Online Loan Payment feature will be unavailable due to routine system maintenance.

When does AER receive my payment?

AER considers the date and time the payment was processed as the time it is received. However, you must allow up to 4 business days for the funds to clear the bank and be posted to your account.

Is the web payment option available for all Loans?

The AER Web Payment feature is available for all active Loans with a balance greater than zero. If your account is at collection or is uncollectable for repayment you will not be able to check your balance or make payments online.

How do I know the Web site is secure?

The web site is secured, using Secure Sockets Layer (SSL) encryption, which ensures that your account numbers and personal data are always encrypted when sent over the Internet. (You will always know that SSL is in use when you see HTTPS instead of HTTP in the URL address.).