LOAN PAYMENT INSTRUCTIONS

This information sheet provides you basic information on your loan and instructions on how you may access and manage your account online at www.aerhq.org.

There are several options available to submit a payment to us.

1. You may mail a check or money order to our headquarters address listed below. Please include your Client ID on any payment sent.

   Army Emergency Relief
   Attn: Loan Management
   2530 Crystal Drive
   Suite 13161, 13th Floor
   Arlington, VA 22202

2. You may schedule a bill pay through your own bank. You will need to provide AER’s name and address, and your Client ID, which is used as the account number.

3. You may make a payment online on our payment site. Please follow the instructions below.

   There are currently two places on our website where you may register an account and there is a separate registration process for each place.

   1. You can register an account on our website, www.aerhq.org, under "Sign In" at the top of our Home Page. You will be able to see your current loan information, check your balance and update your contact information.

   2. We also have a separate payment site with SunTrust. You may make a payment or check your balance on this site. There is a separate registration process for this website.

Instructions for registering on both websites are listed later in this document. Please note that to access and manage your account in either site, you need your Client ID number that identifies you in the AER system.

ACCESSING YOUR ACCOUNT ON THE AER WEBSITE.

1. Sign in at www.aerhq.org by clicking 'Sign In' in the top right corner.
2. Use your email address to create an account or login. If needed, use the ‘I forgot my password’ link to reset your password.

3. Once your account has been created, and you are logged in, you will arrive at the “My Profile Page”. Depending on your account history, the following tabs will display across the top of the page: My Loans, My Grants, and My Donations.

REGISTERING AND MAKING A PAYMENT ON THE PAYMENT SITE

1. The payment site is a separate website through our bank where you may make a payment online. To begin, on the AER website, www.aerhq.org, click on ‘Financial Assistance’ then ‘Make a Loan Payment’.

2. Next, in the middle of the page, click on either ‘Make an Online Payment’ or ‘Check Loan Balance’.
3. Click continue. You are now leaving the AER website, www.aerhq.org and you are now going to our online payment site, where a separate registration is required.

![AER Payment Site](image)

4. Once you are on the home page of the payment site, for first-time users, click on ‘Register Now’. You will need your Client ID to register. When registering, you will choose a username and password. For security reasons, these usernames and passwords are not linked to your AER account username and passwords and should be different.

![Register Now](image)

5. For returning users, use your Username/Password.

6. Once the registration is complete, you will be able to access your account and schedule a payment.

**CURRENTLY, THERE IS A TECHNICAL ISSUE WITH THE "SINGLE PAYMENT" TAB ON THE WEBSITE AND IT WILL ONLY DEFAULT TO THE CURRENT MONTHLY AMOUNT.** If you need to submit a payment that is a different amount than your regularly scheduled monthly payment, please click on the ‘Recurring Payment’ tab and complete the following steps:

1. Select the date you would like the payment to deduct
2. Enter 1 for the number of payments
3. Select ‘Monthly’ as the payment frequency (This is a required field.)
4. Enter the payment amount
5. Enter your bank account information
6. Submit the payment

***Please note, we assure you, when “1” is entered for the number of payments, only one payment will be deducted.***