



# USING THE ARROW ACCEPTANCE PAYMENT PORTAL

- Set up your account
- Make a debit card payment
- Make a payment with a bank account
- Schedule recurring payments



## Customer Portal Instructions – Register / Log In

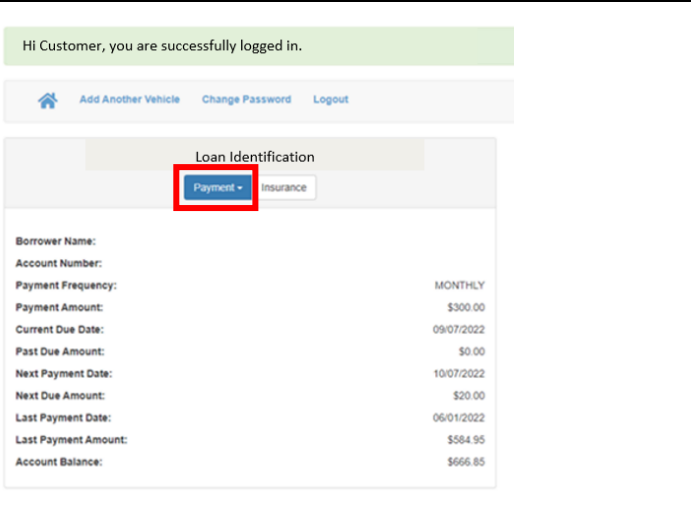
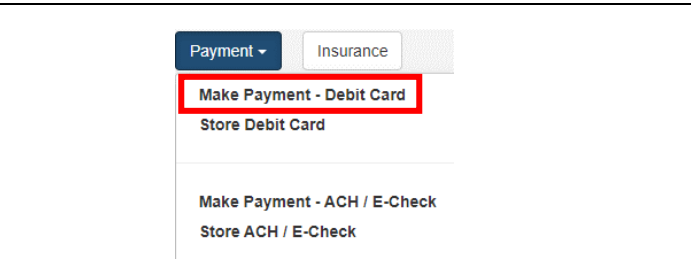
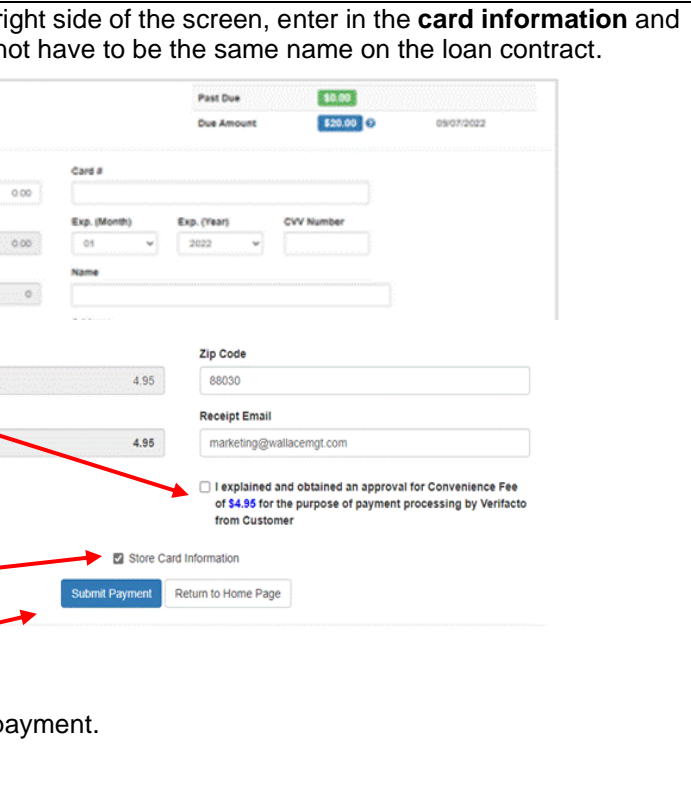
Arrow Acceptance LLC has a secure, online payment portal using Verifacto through their website at <http://arrowacceptance.com>. Through the portal, you can make payments on your Liberty Finance or Empire Finance loans, update your contact information, view your balance or payoff options, and set up recurring payments.

For a fee, it is the fastest and easiest way to make a payment at any time and from any device using your checking account, savings account, or debit card. You will be informed of this fee before making a payment through Verifacto. You will need your account information to verify your identity and create your account so please have your web access code available the first time you log in to Verifacto. If you do not have your web access code, contact your local store.

1	Visit <a href="https://arrowacceptance.com">https://arrowacceptance.com</a> on your preferred web browser.	
2	Click <b>CUSTOMER PORTAL LOGIN</b> in the Customers section.	
3	<p>As a first-time user, <i>click Register</i>.</p> <p>Once your payment account has been set up, the next time you visit the portal simply enter your <b>Username</b> (email) and your <b>Password</b>.</p> <p>Then <i>click Login</i>.</p>	
4	<p>Enter your <b>Email*</b>, <b>Cell Phone Number</b> and <b>Last Name.**</b></p> <p>Enter the 6-digit <b>Web Access Code</b> that you received in your mailed or emailed notifications from Liberty Finance or Arrow Acceptance.</p> <p>If you agree, <i>check</i> the <b>I Agree with User Service Agreement</b> box.</p> <p><i>Click Submit Request</i>.</p> <p>*A temporary email has been assigned to every customer to use as their Username.</p> <p>Anyone wishing to change their email from the temporary email address to their actual email address for the Username should email <a href="mailto:wallace@arrowacceptance.com">wallace@arrowacceptance.com</a> to make that request.</p> <p>** The Last Name must exactly match the last name on the contract and communications.</p>	
5	<p>After registering, you will be prompted to set your password.</p> <p>Enter your chosen Password twice and <i>click Set New Password</i>.</p>	

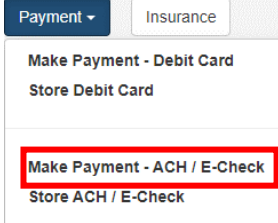
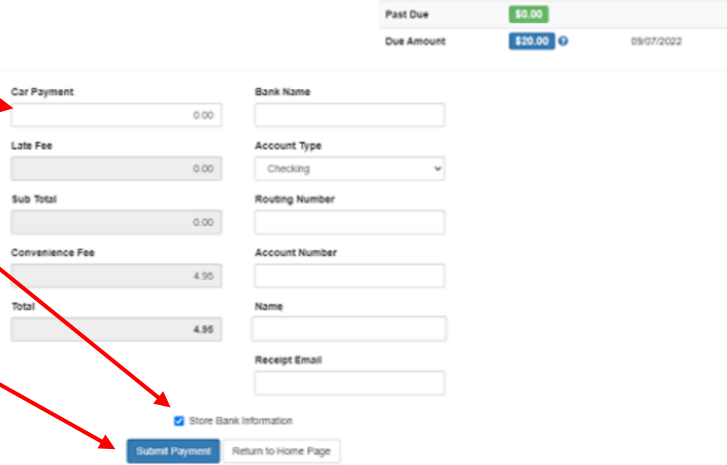
## Making a Debit Card Payment

Make a payment or schedule a payment at any time and from any device using your debit card. Follow these steps to make a single debit card payment. If you want to pay your account in full, please call Arrow Acceptance directly at (678) 799-7123.

<p><b>1</b></p>	<p>From the loan summary screen, <i>click</i> the <b>Payment</b> dropdown.</p>	
<p><b>2</b></p>	<p>The payment options appear.  <b>Select Make Payment – Debit Card</b> if you want to make a single, real-time payment.</p>	
<p><b>3</b></p>	<p>The system will display the amount due. On the right side of the screen, enter in the <b>card information</b> and the <b>information of the cardholder</b> which does not have to be the same name on the loan contract.</p> <p>On the left side of the screen, enter the <b>payment amount</b>.</p> <p>Check this box to agree to the convenience fee to proceed.</p> <p>To avoid this fee, you must mail in a money order for the payment to Arrow Acceptance LLC.</p> <p>Check the <b>Store Card Information</b> box for future use, if desired.</p> <p>Click <b>Submit Payment</b> to finish processing the payment.</p>	

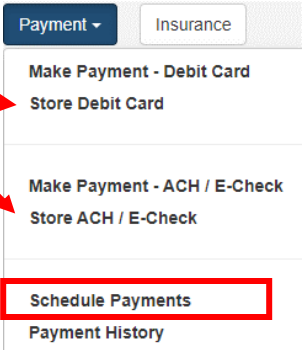
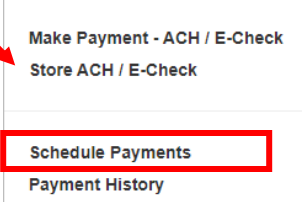
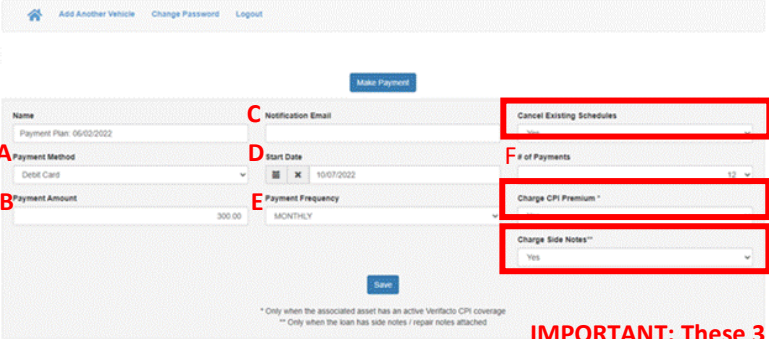
## Making a Payment From a Bank Account

Make a payment or schedule a payment at any time and from any device using your checking or savings account. Follow these steps to make a single payment from your bank account. If you want to pay your account in full, please call Arrow Acceptance directly at (678) 799-7123.

<p><b>1</b></p>	<p>Click the Payment dropdown.</p> <p>Select <b>Make Payment – ACH / E-check</b> if wanting to make a single payment via your bank account.</p> 
<p><b>2</b></p>	<p>The system will display the amount due. On the right side of the screen, enter in the <b>bank account information</b>.</p> <p>On the left side of the screen, enter the <b>payment amount</b>.</p> <p>To save the bank account information, <i>check</i> the <b>Save</b> box.</p> <p>Click <b>Submit Payment</b> when Finished.</p> 

## Setting up Recurring Payments

Scheduling payments is a convenient way to manage your payments. Follow these steps to set up recurring payments from your bank account or debit card if one has been stored to your customer profile in the Arrow Acceptance payment portal. If you want to pay your account in full, please call Arrow Acceptance directly at (678) 799-7123.

<p><b>1</b></p>	<p>Click the Payment dropdown.</p> <p>If a payment method asset has not yet been saved to the account, that is the first step. Click either <b>Store Debit Card</b> or <b>Store ACH / E-Check</b> to save your bank account information.</p>	
<p><b>2</b></p>	<p>If the account does have a saved payment method, click the Payment dropdown.</p> <p>Select <b>Schedule Payments</b>.</p>	
<p><b>3</b></p>	<p>Enter the information requested in the lettered fields and reset the 3 boxed areas to say "No".</p> <p>A) Payment Method (Debit Card or Bank Account (ACH))          B) Payment Amount          C) Notification Email          D) Start Date          E) Payment Frequency          F) # of Payments</p> <p>Click <b>Save</b> when finished.</p>	 <p><b>IMPORTANT: These 3 boxes should be set to "No"</b></p>