

Payment Portal FAQs

Please view the frequently asked questions list below.

- **I am receiving an error message on the registration page, what does this mean?**

-An error message may indicate one of many issues.

1. Make sure your account number does **not** include any dashes
2. Enter the first and last name on the registration page exactly how it appears on your billing statement. Do not include middle names and/or initials

If the error persists, please contact our office and we will be happy to assist you with the issue.

- **I am not receiving the confirmation link to my email, what should I do?**

-It may take 2-3 minutes to receive the confirmation link to your email. However, if you do not receive it during that time please first check your spam folder. If still not receiving, attempt to register again. The system will send you another confirmation link. If you have continued issues, please contact our office and we will be happy to assist.

- **I am not receiving the verification code, what should I do?**

-It may take 2-3 minutes to receive the verification code to your email. However, if you do not receive it during that time please check your spam folder. If still not receiving, attempt to log in again. The system will send you a new verification code.

- **Will I receive a verification code every time I log in?**

-Yes, for added account security every time you log in you will receive a verification code sent to your email that you will need to enter on the portal.

- **Am I able to view my payoff amount online?**

-Yes, On the loan screen your payoff will show at the top. This payoff amount is only valid for the current day. If you need a future payoff quoted to you, you may contact our office.

- **Am I able to view billing statements online?**

-Yes, you can view your two most recent billing statements on the main loan page of your web portal.

- **Am I able to receive E-Statements?**

-Yes, you can opt-in for E-statements by clicking on the 'profile' button, and then selecting 'yes' for e-statements.

- **Can I pay off my account online?**

-Yes, you may pay off your account online with your checking account and routing number.

- **What payment methods am I able to use?**

-You can make payments using your checking and routing number for a checking account or savings account.

- **Where can I find my account number needed for registration?**

-You can find your account number on the top half of your billing statement. If you are having trouble locating your account number please contact our office and we will be happy to assist you.

- **Will I receive a confirmation code after making a payment?**

-You will not receive a confirmation code after making a payment on the web portal. However, you should receive a 'thank you' message indicating that the payment was submitted

- **Can I set up recurring payments online?**

-You are unable to set up recurring payments on the web portal. However, if you would like to set up automatic withdrawal please contact our office and we will be happy to assist you.

- **Can I set up payments in the future online?**

-Currently, you are not able to set up payments in the future on the web portal. However, if you would like to set up future payments please contact our office and we will be happy to assist you.

- **Is there a mobile app I can download for Foundation Finance Company?**

-Currently, we do not have a mobile app. However, you may log in to the online portal and/or contact our office with any questions you may have, or to make a payment free of charge.

Still have questions? Contact us at 855-241-0024