

DRIVING BORROWER SATISFACTION WITH AUTOPAY AND DIGITAL WALLETS

INDUSTRY:
BANKING & FINTECH

LOAN PAYMENTS:
~163,000 ANNUALLY

INTEGRATION/PARTNERS:
ALKAMI

THE CHALLENGE

American Eagle Financial Credit Union (American Eagle FCU), Connecticut's largest community credit union with \$2.6B in assets, was facing a series of challenges. A lack of self-service features and outdated systems limited its ability to best serve members and maximize operational efficiency.

Additionally, the legacy system's limitations inhibited American Eagle FCU's ability to innovate and launch new offerings. This included the inability to launch a comprehensive solution that included modernized bill pay, Peer-to-Peer (P2P) and Account-to-Account (A2A) payment capabilities.

THE SOLUTION

American Eagle FCU selected Paymentus Loan Payments to meet modern borrower needs and provide simpler, more intuitive ways to self-serve when it came to repaying loans. The expansive list of repayment options included the following methods and channels:

- Visa, Mastercard, and Discover debit cards
- PayPal, Apple Pay, and Google Pay digital wallets
- Checking and savings accounts
- Online customer portal and responsive one-time payments
- Set-it-and-forget-it AutoPay
- 24-hour interactive voice response (IVR)

The addition of Loan Payments complemented American Eagle FCU's existing Paymentus Banking & Fintech capabilities, which included Bill Pay, P2P, and A2A. The combined capabilities enabled American Eagle FCU to diversify its payment channels and drive a **21% increase in total payments**—helping to solidify its position at the heart of members' payment and funding needs.

Loan Payments SNAPSHOT

99.8%

Of Loan Payments Are
Made Using Self-Serve,
Automated Channels

121%

Increase in Payments
Made Using Digital
Wallets

40%

Of Loan Payments Are
Made Using AutoPay

THE RESULTS

Prior to Paymentus, American Eagle FCU lacked the ability to offer self-service payment channels. Today, self-serve channels (e.g., customer portal, IVR, AutoPay) account for **99.8%** of all payments. This has not only given members greater control over their repayments, it has also helped the credit union achieve efficiency and cost savings in accepting payments and servicing loans.

In particular, the steady growth of AutoPay—now used on approximately **40%** of all loan payments—has helped American Eagle FCU realize consistent, on-time payments from its borrowers. What's more, the 121% increase in digital wallet usage exemplifies the ability to meet any borrower payment preference.

American Eagle FCU has also transformed its ability to meet all member needs through the deployment of the full Paymentus banking & fintech suite. Bill Pay now accounts for 62% of total payments, with 84% of members using electronic (i.e., faster, more cost-effective) payments to complete their bill pay transactions.

Members have also been quick to adopt both P2P and A2A capabilities, which saw growth of 46% and 15% respectively from January 2024 to June 2025.



99.8%

LOAN PAYMENTS MADE USING
COST-EFFECTIVE, SELF-SERVE
CHANNELS



40%

LOAN PAYMENTS MADE
USING AUTOPAY



21%

INCREASE IN TOTAL
PAYMENTS INCLUDING BILL
PAY AND LOAN PAYMENTS



WE WERE ON A SYSTEM...THAT HAD VERY LOW USAGE. THERE WAS NO ROOM FOR GROWTH. WE REALLY WANTED A SYSTEM THAT WAS AGILE AND NIMBLE, AND THAT WE COULD MANAGE OURSELVES. WHEN WE LOOKED AT DIFFERENT VENDORS, THE PARTNERSHIP OF PAYMENTUS AND ALKAMI REALLY SPOKE TO US. OUR MEMBERS HAVE SO MANY WAYS TO QUICKLY, EASILY, AND SECURELY PAY THEIR LOANS AND BILLS. IT'S BEEN A TRUE GAME-CHANGER FOR US."

MARI GADLIN

Director of Banking Services
American Eagle FCU

Paymentus

For more information, please visit www.paymentus.com/contact

Or contact our sales team directly via

phone: 855-838-1886

email: sales@paymentus.com