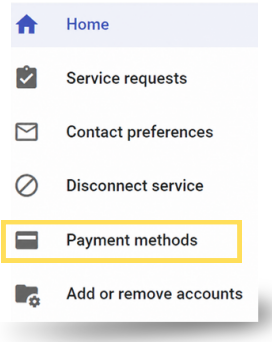


How to Update or Remove a Payment Method

Use these steps to add a card or bank account, delete one, or change the method your auto pay uses:

1. Sign in to your account and click Payment methods in the left-hand menu.

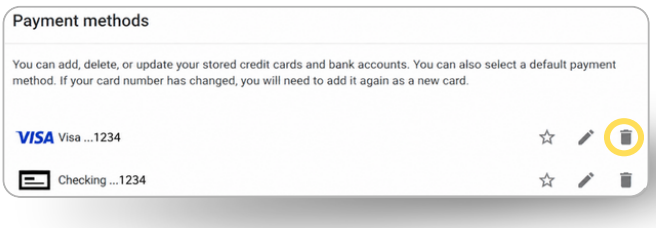


2. Your saved cards and bank accounts are listed here.

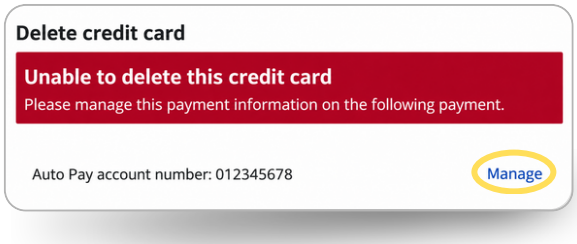
- Use the **star** to set a default, the **pencil** to edit, or the **trash can** to delete.
- To add one, select **Enter new Credit card** or **Enter new eCheck**, fill in the details, and click Add payment method.

If your card number has changed, it cannot be edited in place — add the new number as a new card, then delete the old one.

3. To remove a method, click the trash can next to it.

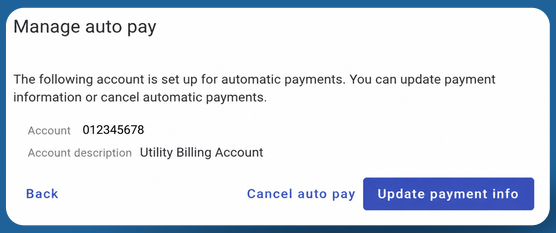


4. If that method is tied to auto pay, you'll see "Unable to delete this credit card." Click Manage to continue.



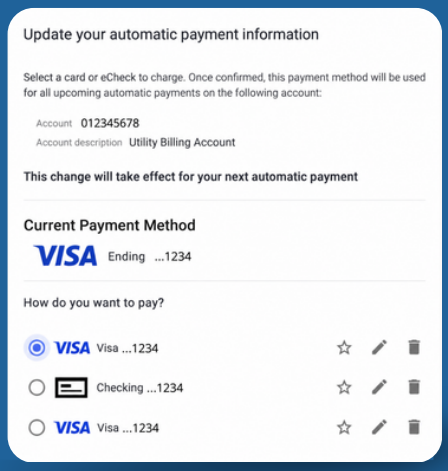
1. On the Manage auto pay screen:

- Choose **Cancel auto pay** to stop automatic payments
- or **Update payment info** to switch auto pay to a different method.



2. Update payment info lets you pick a method you've already saved or enter a new one.

- Choosing a different credit card requires the security code (CVV) from the back of the card.



3. Click Update payment method to save. The change takes effect with your next automatic payment.

Once auto pay points to the new method, you can go back to **Payment methods** and delete the old card.

We remain committed to transparency, reliability and helping all our customers understand their bills.
Questions? Visit fclwd.com/pay-bill or call our customer service team at (970) 226-3104