

Pay-by-Phone Secure Payment Option

1-844-344-4370

REFERENCE GUIDE TO SECURE PAYMENT PROMPTS

Main Menu

1. Billing/Payments
2. Update Your Phone Number
3. Create or Update PIN
4. Update or Delete Stored Payment Method
5. Update or Delete Automatic Payment Information
6. Special Messages from Franklin REC

To Access Your Account

1. Look up you Franklin REC account information using your phone number
2. Look up your Franklin REC account information using your account number

To Make a Payment

1. Pay total amount due on account
2. Enter a specific payment amount on account
3. Continue without making a payment
9. To hear this information again

If option 1 or 2 is pressed

1. To add another account to payment total
2. Process your payment

Select a payment method

1. Pay by credit card (Discover, MasterCard or Visa)
2. Pay by check
3. Add another account to payment total
4. Exit the menu without a payment
9. To hear this information again

Available 24/7



Pay Bills Hassle-Free.

with Franklin REC's
Secure Pay-by-Phone Option



**FRANKLIN RURAL
ELECTRIC COOPERATIVE**

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