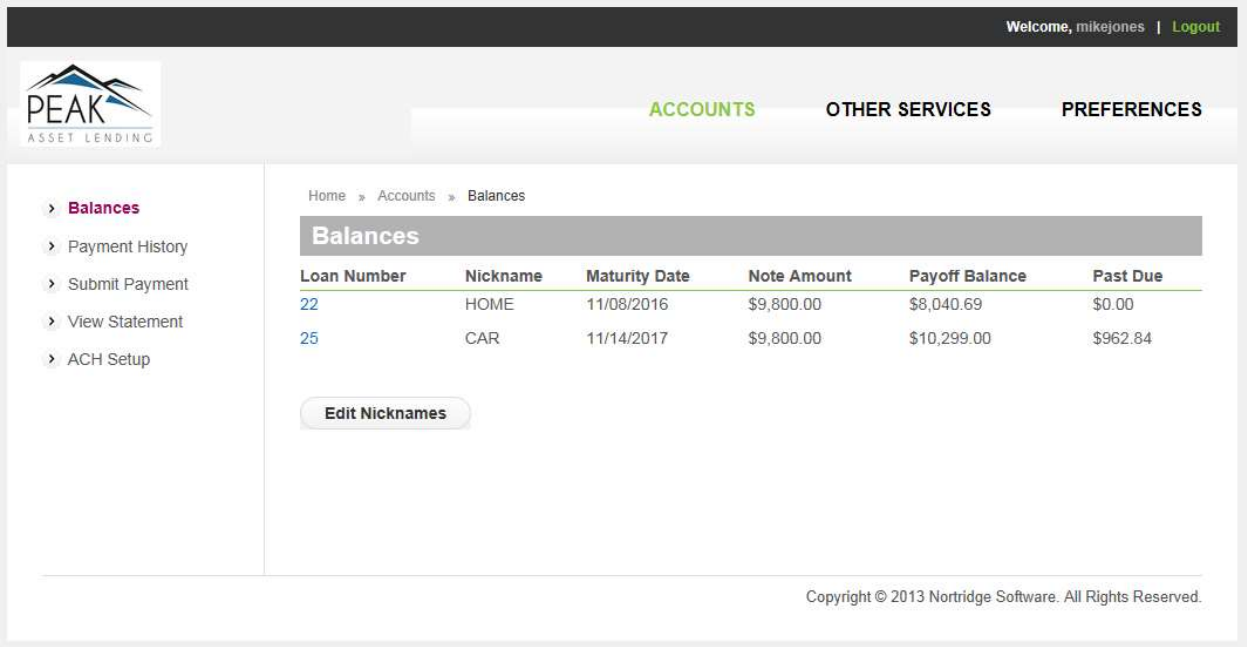
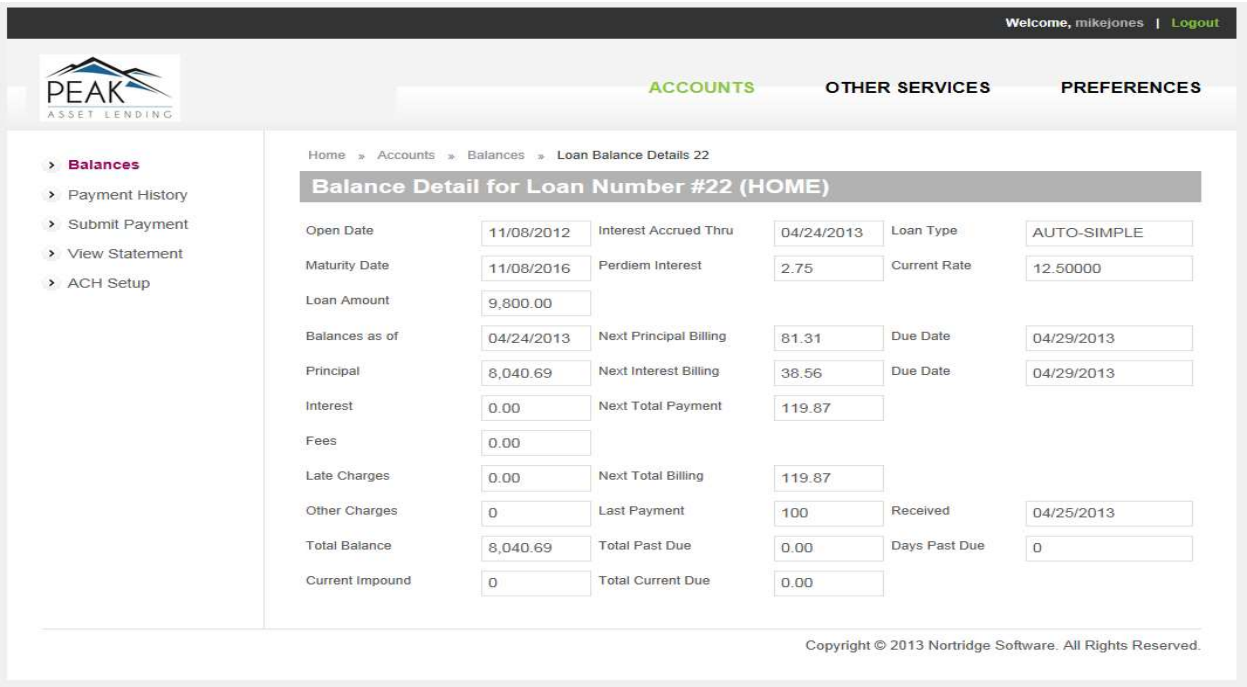
Loan Accounts Menu

Balances

Once you have logged into PAL Portal, you will automatically be taken to your Balances page under the Accounts menu.



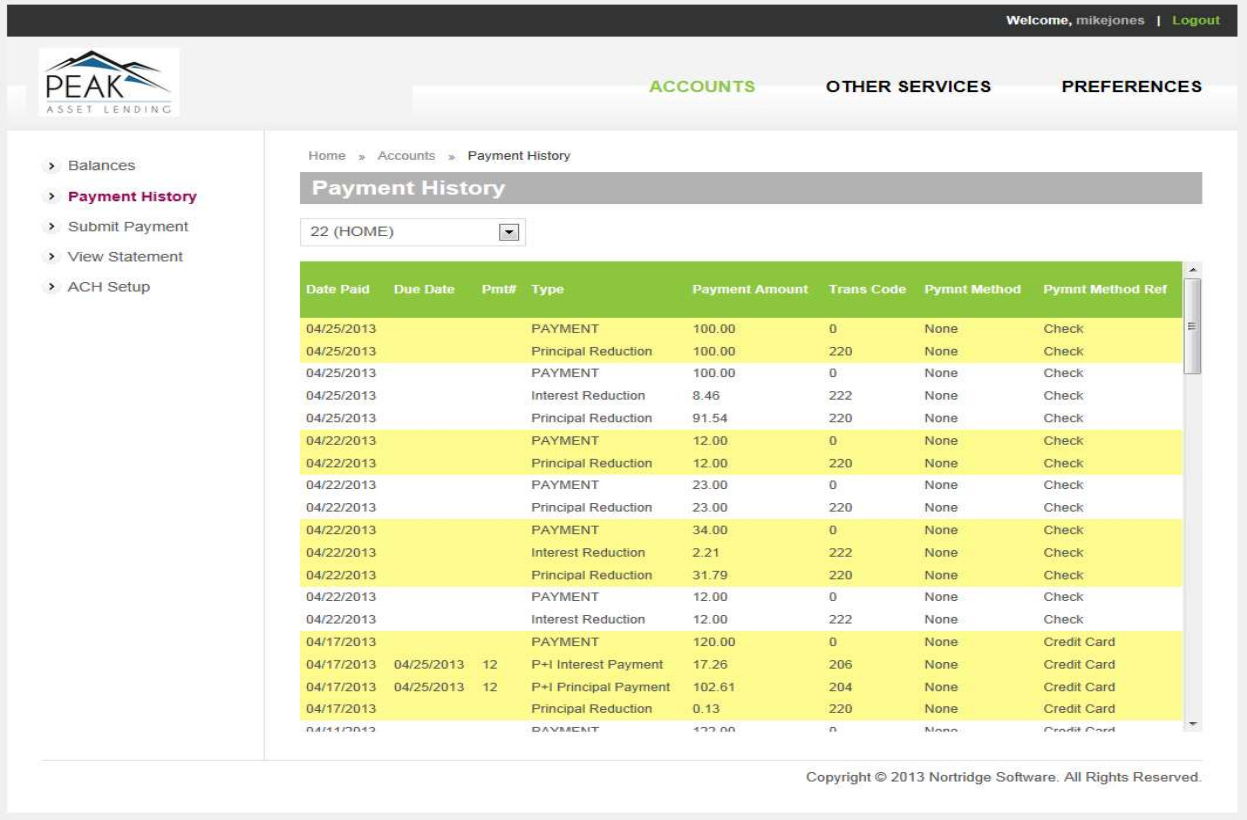
All of the loans associated with your creditials will be displayed on this page. The loan numbers displayed here are hyper links to the balance detail page for each individual loan.



Once a loan has been selected in this way, if you click on other tabs, such as Payment History, Submit Payment, View Statement, or ACH Setup, you will be viewing the corresponding data for the selected loan. If you click on one of these tabs without selecting a specific loan, you will be viewing the corresponding data for the first loan on the list.

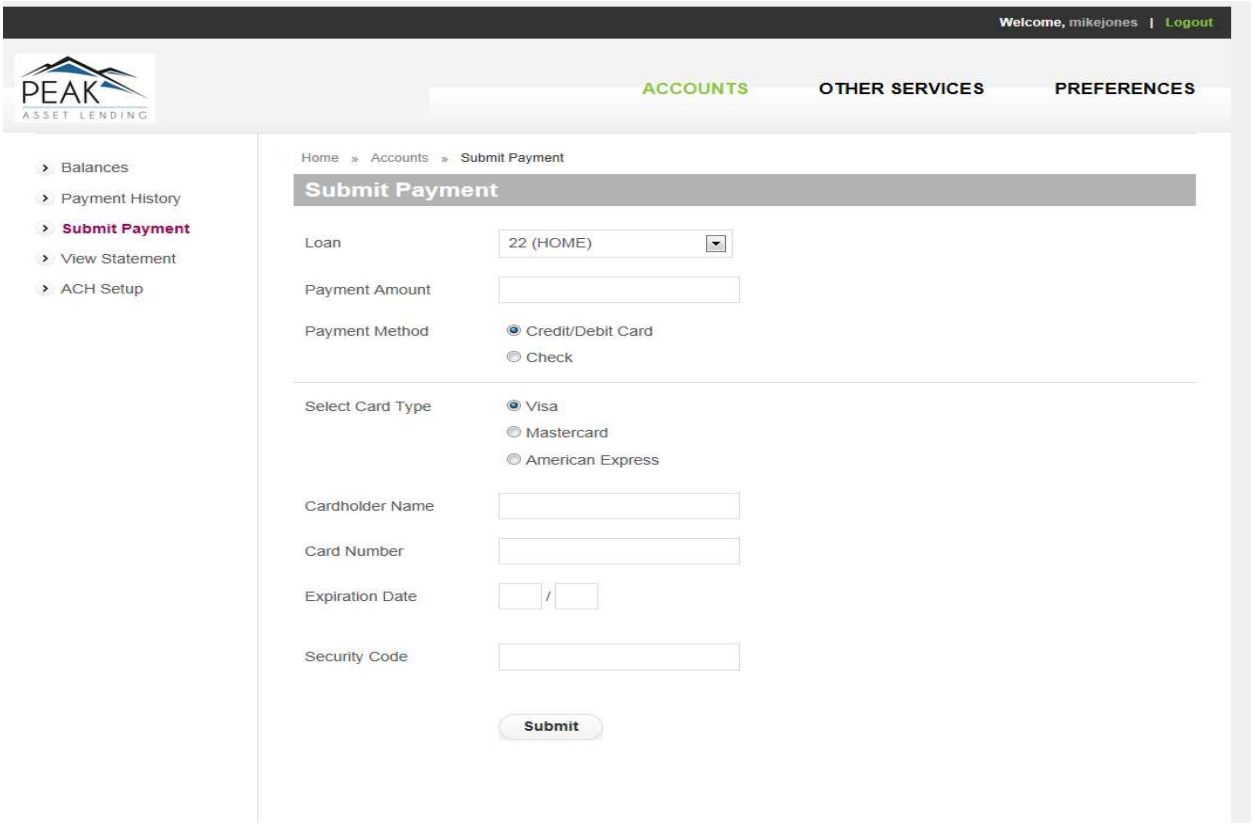
Payment History

Clicking on the Payment History tab after selecting a specific loan on the Balances tab will bring up the payment history for the selected loan. If you have more than one loan, a drop down list will allow selection from the list of available loans.

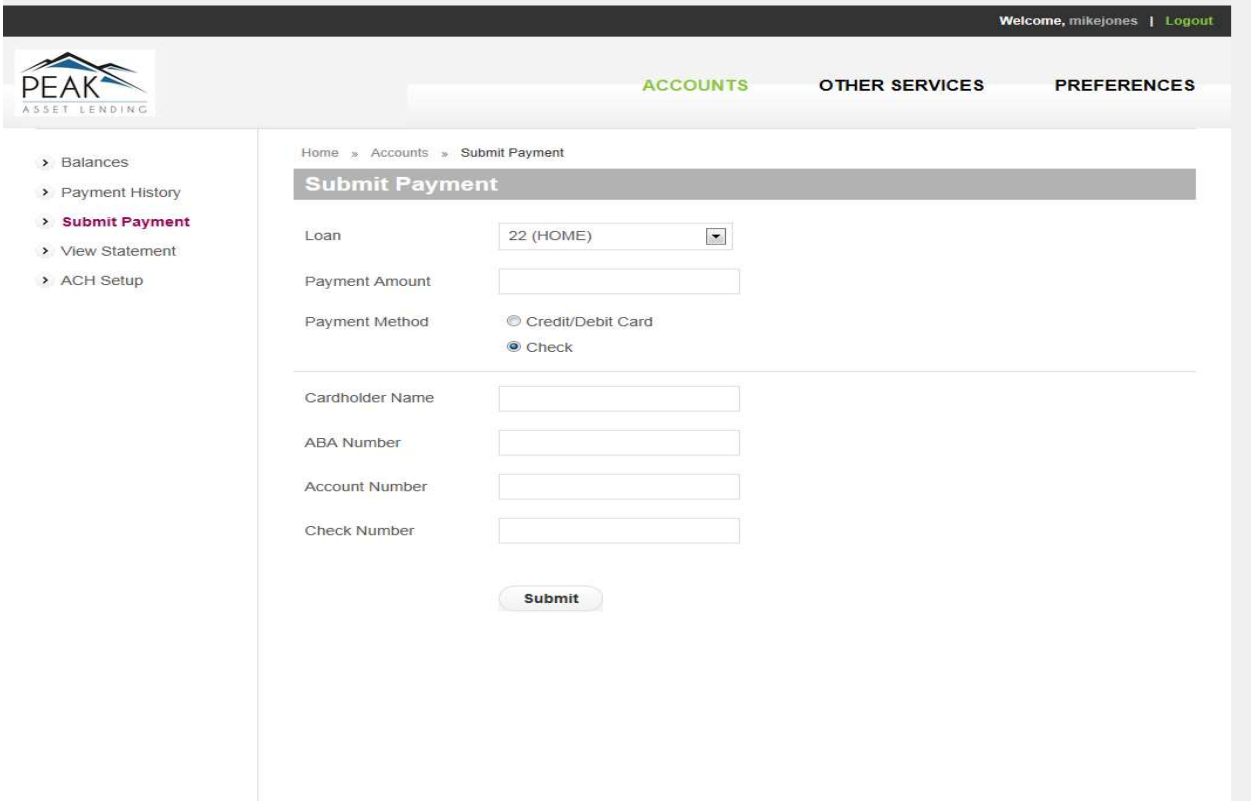


Submit Payment

The submit payment tab will allow you to enter the information necessary to process a payment through an automatic payment option.

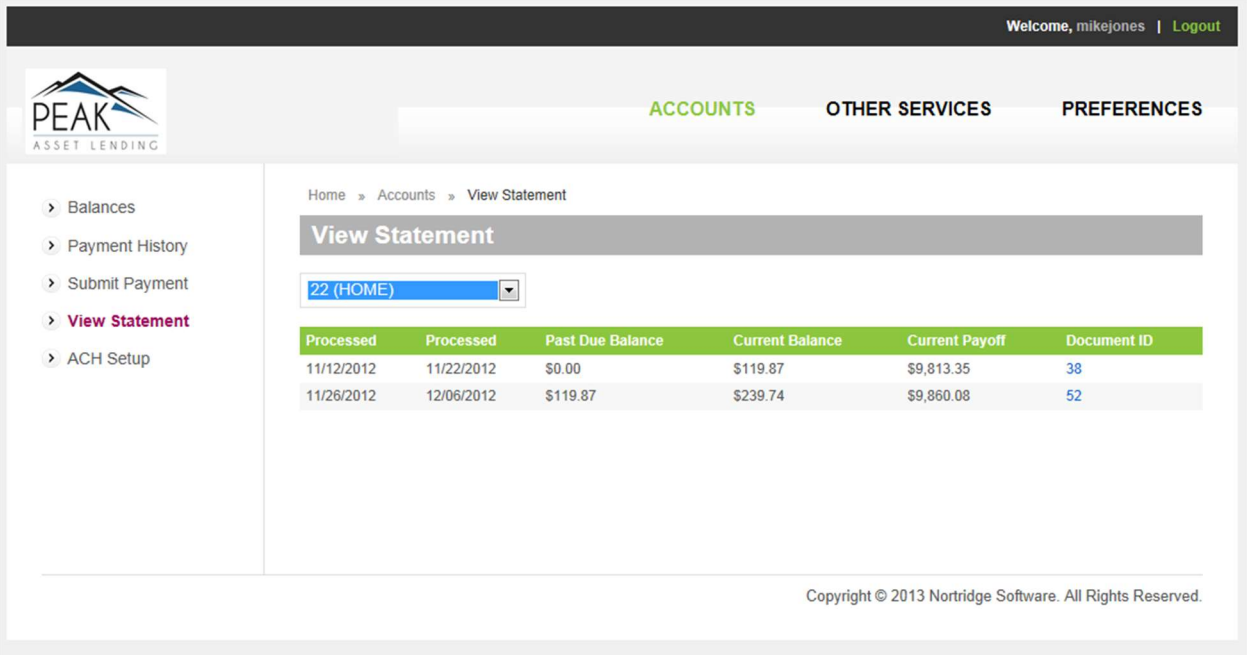


Payments may be submitted via Credit/Debit Card or Electronic Check.

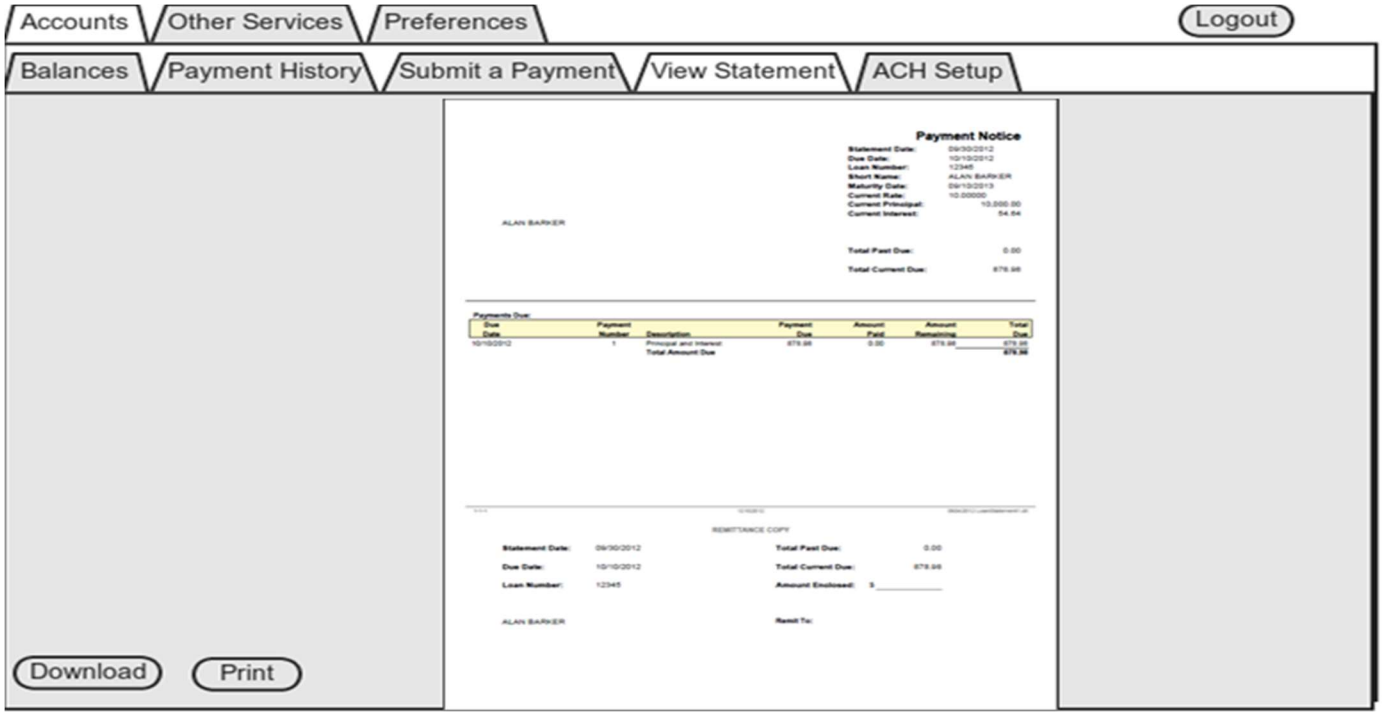


View Statement

Clicking on the View Statement tab will bring up a list of the statements stored in the comments and documents for the selected loan. If you have multiple loans, a drop down list will allow selection from the available loans.

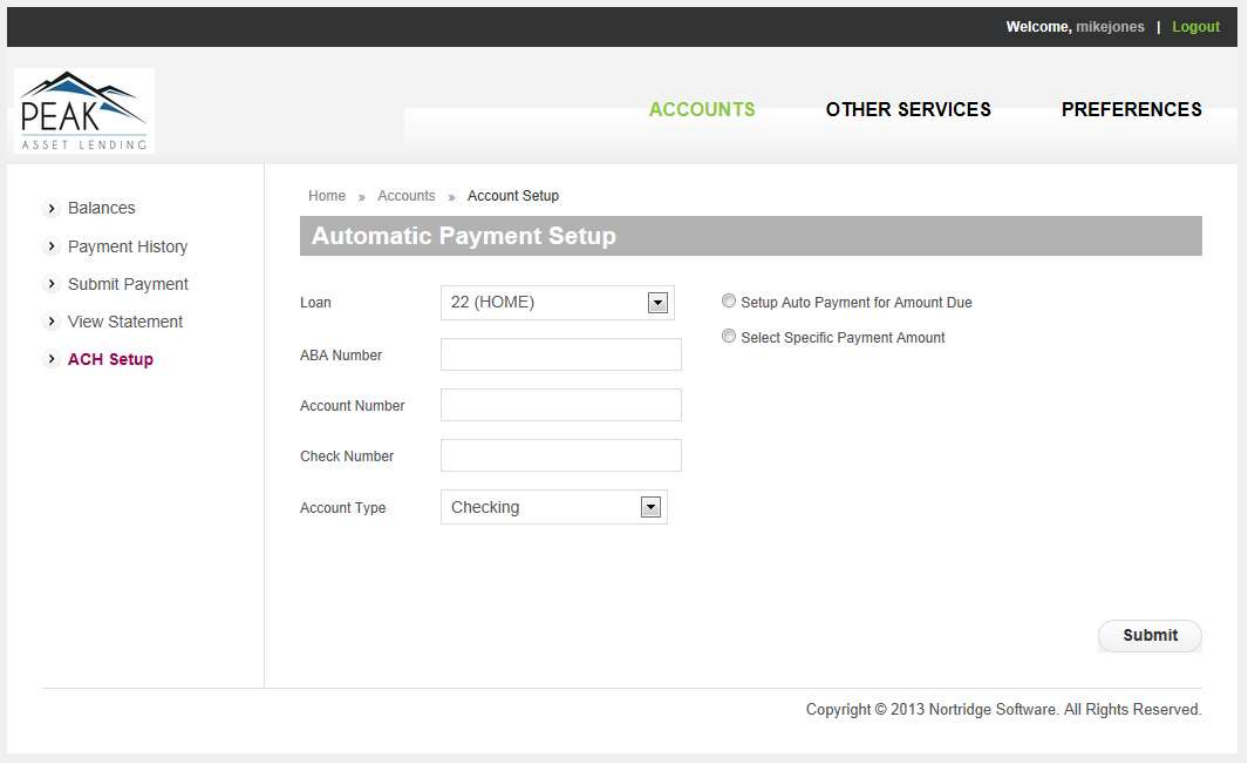


Clicking the document ID next to any specific statement will download the PDF file for that particular statement and display it for the borrower.



ACH Setup

If you want to processes your payments on your loans via ACH, you can enable the ACH setup screen of the portal and in order to modify your bank information.



You will enter their bank information and specify the amount to be drawn, the frequency of draws (which can be tied to the billings), and the date of the first draw that you are authorizing.