

Draws/Advances

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How do I draw money from my HELOC account?

We offer a few convenient options:

- **Online:** Log in to our website or app to initiate an ACH draw/advance to transfer funds to your designated bank/deposit account.
- **Phone:** Call our customer service team.
- **By check:** Use the checkbook we provided for your HELOC account.

Please note, before releasing funds from your account, we need to contact you via the phone number and/or email address we have on file for your HELOC account to safeguard your HELOC from fraud.

How can I order more checks for my HELOC account?

To request additional checks, please contact us by phone. To keep your account secure, we do not accept new checkbook orders online.

Can I place a stop on a HELOC check?

Yes, you can request a stop payment for your HELOC check.

What should I do if my HELOC account is frozen?

If you are in an open draw period and the initial draw freeze conditions of your HELOC agreement have expired, but you are unable to access funds from your HELOC account, please contact us.

What happens at the end of the draw period?

At the end of the draw period, you enter the repayment period. Your minimum monthly payment may change based on your HELOC agreement.
