LOAN PAYMENT INSTRUCTIONS

This information sheet provides you basic information on your loan and instructions on how you may access and manage your account online through our website, www.armyemergencyrelief.org.

There are several options available to submit a payment to us.

1. You may mail a cashier’s check, personal check or money order to our Headquarters address listed below. Please include your Client ID on any payment sent.

   Army Emergency Relief
   Attn: Loan Management
   2530 Crystal Drive
   Suite 13161, 13th Floor
   Arlington, VA 22202

2. You may schedule a bill pay through your own bank. You will need to provide AER’s name, address, and your Client ID which is used as the account number.

3. We also have a separate payment site with SunTrust. You may make a payment or check your balance on this site. There is a separate registration process for this website.

REGISTERING AND MAKING A PAYMENT ON THE PAYMENT SITE

1. The payment site is a separate website through our bank where you may make a payment online. To begin, on the AER website, www.armyemergencyrelief.org, click on “MANAGE YOUR LOAN.” If “MANAGE YOUR LOAN” is not visible, click on the drop down next to “Assistance” and choose “Manage Your Loan.”
2. Next, in the middle of the page, click on “MAKE ONLINE PAYMENT.” *(You will be redirected to an external website managed by SunTrust Bank.)*
3. Once you are on the home page of the payment site, for **first-time users**, click on “Register Now”. You will need your Client ID to register. When registering, you will create a username and password.

4. **For returning users**, use your Username/Password.

5. Once the registration is complete, you will be able to access your account and schedule a payment.

**CURRENTLY, THERE IS A TECHNICAL ISSUE WITH THE "SINGLE PAYMENT" TAB ON THE WEBSITE, AND IT WILL ONLY DEFAULT TO THE CURRENT MONTHLY AMOUNT.**

If you need to submit a payment that is a different amount than your regularly scheduled monthly payment, please click on the “Recurring Payment” tab and complete the following steps:

1. Select the date you would like the payment to deduct.
2. Enter 1 for the number of payments. (**Only one payment will be deducted.**)
3. Select ‘Monthly’ as the payment frequency. (**This is a required field.**)
4. Enter the payment amount.
5. Enter your bank account information.
6. Submit the payment.

***Please note, we assure you, when “1” is entered for the number of payments, only one payment will be deducted.***
ACCESSING YOUR ACCOUNT ON THE AER WEBSITE

If you would like to see your current loan information, check your balance, or update your contact information, you will need to register a separate account through our website www.armyemergencyrelief.org.

For security reasons, these usernames and passwords are not linked to the AER payment site. The payment site username and password should be different.

1. On the AER website, www.armyemergencyrelief.org, click on ‘MANAGE YOUR LOAN.” If “MANAGE YOUR LOAN” is not visible, click on the drop down next to “Assistance” and choose “Manage Your Loan.”
2. Next, click on “View Your Loan.” This will direct you to our loan portal to view your loan history. *(You will be redirected to an external website managed by AER.)*

![Loan Portal](image1.png)

3. Use your email address to create an account or login. If needed, use the “I forgot my password” link to reset your password.

![Create Account](image2.png)

4. Once your account has been created, and you are logged in, you will arrive at the “*My Profile Page*”. Depending on your account history, the following tabs will display across the top of the page: My Loans, My Grants, and My Donations.

If you have any difficulties with your registration, please email Loan Management at repayments-allotments@aerhq.org.