

**DEBT PROTECTION CREDIT FROM TRUSTAGE**  
**UPDATED SEPTEMBER 2025**

THE PAYMENT WILL SHOW UP IN ALLOYA WITH THE FOLLOWING DESCRIPTION:

ACH-TruStage / DP PYMT ID:xxxxxxx **AND IT WILL BE A CREDIT!**

*THIS IS A PAYMENT RECEIVED FROM TRUSTAGE TO COVER A LOAN PAYMENT FOR A MEMBER BECAUSE THEY WENT ON DISABILITY. NOT TO BE CONFUSED WITH PAYMENTS WE MAKE TO TRUSTAGE FOR THE MONTHLY PREMIUMS.*

LOGIN TO TRUSTAGE (BUSINESS ACCOUNT)

CHOOSE “MY SERVICES FOR CREDIT UNIONS”

CHOOSE “WEBEFT”

UNDER CU VIEW, CHOOSE “SEARCH BY PRODUCT”

FOR “PRODUCT NAME,” DROP DOWN TO “DC00 – DEBT PROTECTION.” *DATE RANGE IS THE DATE FUNDS WERE RECEIVED IN ALLOYA.*

CLICK THE “SEARCH” BUTTON.

CLICK THE “DEBT PROTECTION” PRODUCT LABEL.

CLICK THE “SETTLEMENT FOR” LABEL.

CLICK THE “PRINTER VERSION” BUTTON AND PRINT.

THE DETAILS WILL SHOW THE ACCOUNT AND LOAN. AN “ACCOUNT ADJUSTMENT” NEEDS TO BE DONE FOR. IF THE AMOUNT IS MORE THAN ONE PAYMENT’S WORTH, CONSULT THE LOAN DEPARTMENT FOR ANY POSTING.

USE TOOL #492 MEMBER ACCOUNT ADJUSTMENT TO POST TO SAVINGS. THEN TRANSFER THE AMOUNT TO THE LOAN.