

Title: Nick on how to use Bill Pay

PNC Employee: Nick

Transcript: Hi, my name is Nick. I'm a branch manager, and today we're going to go over how to edit and cancel a payment through the PNC Mobile app.

A common call we receive is around how to edit or cancel a bill within the "Bill Pay" section of the PNC Mobile app. There are a variety of reasons why you may need to do this, fortunately, it's an easy process to navigate on your mobile device.

Once you log on to the app, click the "Main Menu" button at the top-left corner of the screen. Tap "Bill Pay." Tap the "Edit" icon on the right side of the scheduled payment, or click "See All" if you have more than three payments scheduled. Tap "Edit Payment," then follow the prompts as indicated.

You can also cancel a payment in the app. Once you log in to the app, click the "Main Menu" button at the top-left corner of the screen. Tap "Bill Pay." Tap the "Edit" icon on the right side of the scheduled payment, or click "See All" if you have more than three payments scheduled. Tap "Cancel Payment." Follow the prompts as indicated. Once the payment has begun processing, it cannot be canceled or edited.

I hope you found this video helpful in understanding how to cancel or edit a bill payment in the PNC Mobile app.