

# 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 request an ACH advance to transfer funds to your deposit account.
- **Phone:** Please call the number you see at the top of our page.
- **By check:** Use the checkbook we have provided for your HELOC account. To safeguard your HELOC from fraud we may contact you to verify that you requested the draw before releasing the funds.

## How can I order more checks for my HELOC account?

To request additional checks, please contact us.

## 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.