

Frequently Asked Questions

About automatic payments

Automatic payment plans are a smart and simple way to make payments. With an automatic payment plan, you don't have to write checks or remember to mail in your payment. Below are questions and answers regarding automatic payment plans and how they work.

What are the major advantages of automatic payments?

With automatic payments, you don't have to write checks or be concerned about your monthly payments getting mailed on time. Automatic payments also reduce the natural resources consumed in the production, transportation, processing and disposal of paper checks.

How does an automatic payment plan work?

Payments are transferred automatically on the same date each month until a plan is completed, changed or cancelled.

How are automatic payments transferred?

Payments are transferred only with your prior authorization. Simply sign and return an authorization form to begin making automatic payments. Direct debit payments (also known as EFT or ACH payments), will be debited right from your checking or savings account.

When will my account be debited?

A debit to your bank account will occur each month on a date previously specified by you on an authorization form.

Are automatic payments safe?

Automatic payments are less risky than check payments. Unlike paper checks, automatic payments cannot be lost, stolen, destroyed or handled in a careless manner. Our company processes automatic payments through a PCI Level 1 Compliant Service Provider that follows the highest security standards for electronically transferring funds.

How will I know and how can I prove that a payment has been made?

Automatic payments will appear on your bank statement providing you with itemized proof that a payment has been made.

How do I sign up for an automatic payment plan?

Simply complete, sign and return an authorization form.

