

Common Questions

What is the Direct Payment Service and how does it work?

The Direct Payment Service is a program that sets up an automatic deduction from your bank account. This is done electronically using the Automated Clearinghouse (ACH) Network.

What is the Automated Clearinghouse Network?

It is a network of high-speed computers used to link banks to the Federal Reserve System.

What companies use Direct Payments?

To name a few: insurance, banking, utilities, cable television, tanning salons, fitness centers and medical providers are the types of businesses that offer their customers a direct payment option. These companies offer a service such as this because they value their customers' loyalty and it will save their customers money. In return they are paid for their services in a safe and reliable fashion, directly into their bank accounts without having to make deposits, run to the bank, or handle checks. This service is a win/win situation for everyone.

How much does it cost?

There is no cost to you.

Why use a Direct Payment Service?

A Direct Payment Service will save you time and money. You will have fewer checks to write and you will save the cost of stamps, envelopes and checks. In fact, your life will be simplified because you will no longer need to remember to make payments; they will happen automatically, consistently and safely.

How safe is the service?

The service is governed by strict federal and state banking rules and regulations. In order to initiate the service you must sign an authorization form and indicate the amount and the day you want the service to process your payment every month. Every month you will see the transaction on your bank statement.

How do I stop the service?

You can cancel the service by telling the business you sign up with you no longer wish to use the service. It is that easy.

What if I change banks or close my account?

If you close your account or change banks, you will need to sign a new authorization form.