



## **CITY OF MASON**

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# **AUTOMATIC BILL PAYMENT**

## **How does Automatic Bill Payment work?**

- Complete the authorization form and submit it to the City of Mason. Once the form is received, the City of Mason will withdraw your payment automatically **two business days prior** to the due date (excludes Saturday, Sunday & holidays). Allow 30 days for automatic bill payments to become effective.

## **Is there a charge for the service?**

- No. The Automatic Bill Payment Plan is offered by the City of Mason free of charge. Most financial institutions do not charge for the service. Contact your financial institution to be sure.

## **Can payments be withdrawn from a savings account?**

- Yes, however some savings and money market accounts can accept these transactions and some cannot. Contact your financial institution for information about your specific account.

## **How will I know the amount of my bill?**

- The City of Mason will continue to send your bill as usual before it is due indicating the amount due. Your automatic payment will be reflected on your checking/savings account statement. You may also contact the City of Mason during your billing cycle to inquire about the current amount owed.

## **What If I need to make a change?**

- If you change your checking/savings account, a new enrollment form will be required. Again, allow 30 days for processing. If you decide to cancel automatic payment, simply write the City of Mason informing us of the decision.

## **What If I don't have the money in my account?**

- If your bank account has insufficient funds or payment is returned unpaid for any reason, you will be charged a NSF fee of \$25.00. In addition, all applicable penalties and interest will be applied if not paid by the due dates. In the event of a returned payment, electronic resubmission is not available.