

# 1-2-3 Done! AUTOMATIC PAYMENT PROGRAM

*There are now two payment options available for you to choose from . . . making it easier than ever to pay your City of Redlands municipal services bill!*

- 1. Complete the short authorization agreement at the bottom of this page. Do not forget to choose between the Monthly Advance Payment or the Bi-Monthly Payment options. Please refer to the FAQs for more information on these payment options.**
- 2. Attach a “voided” check or savings withdrawal slip from your financial institution. (Deposit slips are not acceptable.)**
- 3. Return the signed authorization agreement along with the voided check or withdrawal slip to the City of Redlands-Customer Service Office for processing and you’re DONE! No more stamps, no more checks, no more late payments. . . and best**

#### •FAQs

- **How long will it take to process my 1-2-3 Done! authorization?** It will take approximately two weeks for the initial setup to be completed.
- **Should I continue to pay my municipal services bill?** Yes, please continue to pay your bill until you see a message on your bill advising you that your payment will be automatically withdrawn from your designated bank account.
- **When will the actual payment be drafted from my designated bank account?** If you selected the *Bi-Monthly Payment* option, one single payment will be drafted from your bank account 25 days after your billing date. If you selected the *Monthly Advance-Payment* option, two separate payments will be drafted from your bank account. The first draft will occur 25 days after your billing date, and the second draft, 28 days after the first draft date.

#### •FAQs

- **If I decide this program is not for me, is it easy to cancel?** Yes, it is very easy to cancel this program. Simply mail your written request to the City at P.O. Box 6903, Redlands, CA 92375-0903, or by FAX at 909-798-7670, or by contacting one of our Customer Service Representatives at 909-798-7516.

#### •Important Information

- Your payment will be presented to your financial institution **once** for processing. If your financial institution does not pay the amount due and returns it to the City, your municipal services account will be charged a return check fee—just as if you had a check returned for insufficient funds—of \$35 per occurrence.
- Two insufficient fund transactions, within a 12 month period, may prevent continued participation in this program.



*To start saving - complete, detach and return today!*

#### AUTHORIZATION AGREEMENT FOR 1-2-3 DONE! AUTOMATIC PAYMENT PROGRAM

Please Check One :

Monthly Advance Payment Option

Bi-Monthly Payment Option

ACCOUNT NAME/S: \_\_\_\_\_

ACCOUNT NUMBER: \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_

CONTACT PHONE NO: \_\_\_\_\_

FINANCIAL INSTITUTION: \_\_\_\_\_

BANK ACCOUNT NO: \_\_\_\_\_

BRANCH ADDRESS: \_\_\_\_\_

**YOU MUST ATTACH A VOIDED CHECK OR SAVINGS WITHDRAWAL SLIP WITH THIS AUTHORIZATION**

I/we hereby authorize the City of Redlands and the financial institution indicated to deduct from my/our \_\_\_\_\_ Checking Account \_\_\_\_\_ Savings Account (select one) payment for my/our municipal service bills. I/we acknowledge that the origination of Automatic Clearing House (ACH) transactions must comply with the provisions of U.S. law. I/we understand that both the City of Redlands and my/our financial institution reserve the right to terminate this authorization and my/our participation therein. If I/we choose to terminate this authorization, I/we will immediately notify the City of Redlands.

Authorized Signature/s

Please Print Your Name

Date

