



AUTOMATIC FUNDS TRANSFER (AFT)

1065 Ridgewood Avenue, Holly Hill, Florida 32117

Phone:(386) 248-9432/Fax: (386) 248-9458

<http://www.hollyhillfl.org> Email: ub@hollyhillfl.org

Rev. Date: 9/30/2011

Automatic Funds Transfer (AFT) is a payment option designed to make your utility bill payment more convenient and efficient for you, our valued customers. Now you may pay your bill automatically each month without the hassle of writing checks and buying postage saving you both time and money.

By using AFT you will not have to worry about late payments due to your busy schedule or while you're away from home, because your utility payment will be made automatically by a direct debit from your bank account. The approximate date your bank account will be debited will be stated on your monthly bill. The amount withdrawn, date and transaction description would appear on your monthly bank statement.

AFT sign up is easy...

1. Complete **ALL PARTS** on the reverse of this letter, which is the Authorization Form.
2. Sign the authorization form.
3. Attach a voided check from the account you wish funds to be automatically debited.
4. Write "void" in the space for your signature
5. **Do not** send deposit slips.
6. Keep a copy of paperwork for your records.

Questions commonly asked about Automatic Funds Transfer (AFT).

1. Q: Is there a charge for the automatic payment?

A: There is no charge from the City of Holly Hill. A few banks charge for AFT. Please check with your bank before enrolling.

2. Q: How soon does my AFT participation begin?

A: You will receive a welcoming letter and a message on your utility bill will confirm your participation. The message will state the approximate date of the automatic withdrawal from your bank account.

3. Q: How will I receive confirmation?

A: Confirmation usually takes six to eight weeks, so continue to pay your bill as you normally would until you receive a message on your bill confirming participation.

4. Q: How soon after I receive my utility bill does the AFT transaction take place?

A: Approximately ten days from the date the bills are sent out. The date and amount your bank account will be charged is stated on each monthly utility bill. Your monthly bank statement will show the amount charged, the date of transaction and the transaction amount.

5. Q: What if there are non-sufficient funds (NSF) in my bank account on the payment date?

A: Your bank will return the AFT automatic payment. Non-sufficient Funds will be treated by the City of Holly Hill and the bank as Non-sufficient Funds. The City of Holly Hill will charge a penalty on return payments.

6. Q: What if I have questions about my bill amount?



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A: Just call the number at the top left of your utility bill and we'll review the bill with you. The City of Holly Hill will make certain the payment doesn't occur until all of your questions have been answered to your satisfaction.

AUTOMATIC FUNDS TRANSFER (AFT) AUTHORIZATION

**PLEASE MAKE A COPY OF THIS FORM FOR YOUR RECORDS.
PLEASE RETURN WITH YOUR VOIDED CHECK.**

I hereby authorize the City of Holly Hill to automatically initiate debit entries (charges) to my bank account (and for my bank to accept and post such debit entries) indicated below for payment of all bills rendered to me by the City of Holly Hill.

I understand that the City of Holly Hill will continue to mail a bill each month at least 10 days before my bank account is to be charged and that the City of Holly Hill will impose a fee in the event a debit entry is not paid by my bank.

I understand that I may cancel my participation in the AFT at anytime.

BANK NAME _____

BANK ADDRESS _____

CITY _____ STATE _____ ZIP _____

BANK PHONE NUMBER _____

NAME OF ACCOUNT HOLDER _____

ADDRESS _____ CITY _____ ZIP _____

UTILITY ACCOUNT NUMBER _____ - _____

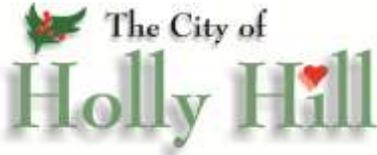
SIGNATURE OF ACCOUNT HOLDER _____

DATE _____

IMPORTANT: YOU MUST ENCLOSE A VOIDED CHECK FROM THE BANK ACCOUNT YOU DESIGNATE.

This authority is to remain in effect until the City of Holly Hill has received notification from me of its termination in such a manner as to afford the City of Holly Hill and Bank a reasonable opportunity to act on it. I (we) have the right to stop payment of charge entries by notifying the City of Holly Hill prior to the time the account has been charged.

Any erroneous or incorrect charge will be corrected upon notification to the City of Holly Hill. If corrections in the debit account are necessary, it may involve a credit or debit to my account.



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Please allow six to eight weeks for your application to be processed. The City of Holly Hill will notify you of approval or other action taken with a message on your bill. Please continue to pay your bill as you normally would until you are notified of approval.

Note: YOU MAY CANCEL YOUR PARTICIPATION IN THE AFT PROGRAM AT ANY TIME.