



July 10, 2000

City of Brunswick resident,

In response to many requests from customers, we are happy to introduce a new payment option that will automatically pay your quarterly Refuse and Waterline maintenance bill from your checking account each quarter with no service charge. We call this payment option Electronic Funds Transfer (EFT).

With EFT you can:

- **Save time and money - it's automatic and free**
- **Avoid any lost or delayed checks in the mail**
- **Have a safe and secure payment each quarter**

**Signing up is easy:**

- 1) Write your account number on the enrollment form attached.
- 2) Write your address on the enrollment form attached, then sign your name.
- 3) Get a check from the account you want to use and write "void" on the check.
- 4) Please paper clip or staple the voided check to the enrollment form.
- 5) Any questions on enrollment or billing, contact the Refuse Department at 330-225-9144.
- 6) Mail the enrollment form with voided check to:

City of Brunswick  
Department of Refuse  
4095 Center Road  
Brunswick, Oh 44212

The electronic funds transfer to pay your Refuse and Waterline Maintenance quarterly bill will be deducted from your account on the 5<sup>th</sup> of month following the quarterly billing.

The City of Brunswick bills each quarter and payments will be deducted from your account as follows:

October 10 <sup>th</sup> billing	Payment deducted November 5 <sup>th</sup>
January 10 <sup>th</sup> billing	Payment deducted February 5 <sup>th</sup>
April 10 <sup>th</sup> billing	Payment deducted May 5 <sup>th</sup>
July 10 <sup>th</sup> billing	Payment deducted August 5 <sup>th</sup>



Keep this page for your records

## Questions & Answers

### **How do I sign up for EFT?**

Simply complete the enrollment form, sign it and return to the City of Brunswick **with a voided check** (deposit slips and photocopies cannot be processed).

### **Who is eligible to participate?**

The EFT payment option is open to all City of Brunswick Refuse and Waterline Maintenance customers.

### **May I use my savings account to pay my bill?**

Sorry, only checking accounts qualify for EFT.

### **Will I still receive a quarterly Refuse and Waterline Maintenance bill in the mail?**

Yes

### **What if I don't agree with the amount on my quarterly bill?**

If for any reason you do not agree with your quarterly billing, you must contact the City of Brunswick, refuse department at City Hall.

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

There is no charge from the City of Brunswick for this service. However, some financial institutions may charge for automatic payments. Ask your bank about possible fees.

### **How can I find my Refuse and Waterline Maintenance account number?**

Your account number is printed at the bottom of your bill and is ten digits long.  
Example: 000-00000-00

### **What if I change banks or accounts?**

Simply contact us at least 20 days before your payment is to be deducted from your account and advise us of your new bank account information, forward a new form and canceled check and we can make these changes.

### **Is it safe and secure?**

Yes, both the City of Brunswick and our financial institution are required to keep your banking information confidential.

**What if a payment is returned by my bank?**

Payments may be returned by a financial institution for insufficient funds, closed accounts or other reasons. If your payment is returned for any reason, the City of Brunswick reserves the right to charge you a \$20.00 processing fee. The City of Brunswick also reserves the right to discontinue your participation of the EFT program if your payment is rejected more than once in a *one year period*. Your financial institution may also charge fees for rejected payments.

**How do I stop participating in the program?**

Notify the City of Brunswick in writing, that you would like to stop EFT. Your request will become effective with the second quarterly billing after we receive your notification.

**Questions concerning this program and enrollment contact,**

**Refuse Department  
City Hall  
330-225-9144**



**Sign me up for the Refuse and Waterline Maintenance EFT program!**

**City of Brunswick Account:** \_ \_ - \_ - - - - - - -

Your account number is printed at the bottom of your quarterly billing.

*I authorize the City of Brunswick and my financial institution to automatically deduct from the checking account as shown on my enclosed voided check all future payments for my City of Brunswick, Refuse and Waterline Maintenance quarterly bills. I understand that both the City of Brunswick and my financial institution reserve the right to terminate this authorization and my participation therein. If I choose to terminate this authorization, I will immediately notify the City of Brunswick.*

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Signature is mandatory and must match name on voided check

**Be sure you staple a voided check to this form.**

(Deposit slips and photocopies cannot be processed)

(Please print the following information)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State/Zip: \_\_\_\_\_

Phone#: \_\_\_\_\_