



CITY OF NEW BERN BANK DRAFT EASY PAY

Bank Draft Easy Pay is a free service that makes it possible for you to pay your utility bill without writing a check. The City will work with your bank to automatically deduct the amount of your utility bill each month from your checking account. The service works as follows:

- ◆ You will receive your bill each month as usual.
- ◆ The City will notify your bank, savings and loan, or credit union of the bill amount on the due date.
- ◆ The amount due will then be automatically deducted on your bill's due date from your bank, savings and loan, or credit union account to pay your utility bills.

Benefits of enrolling in the program are many:

- ◆ Your money keeps working for you until the day your payment is due since your account is drafted on the actual due date.
- ◆ Save time and money each month by eliminating the need to write checks and deliver your payment to the office.
- ◆ Save money in postage if you typically mail your payments.

Enrollment is easy. Just print, sign and detach the application below and include a voided check. Send your application by: email to colldesk@newbern-nc.org, or mail: City of New Bern, PO Box 1710, New Bern, NC 28563, or drop off at the Fort Totten Customer Service Center. Keep this top portion for your reference. Continue to pay your bill as you have done in the past until your bill indicates Bank Draft Services is in effect. It will take at least two billing cycles to process your request.

For answers to other frequently asked questions, see the following page.

-----Detach Here-----

BANK DRAFT EASY PAY APPLICATION

Bank Draft EASY PAY Application for utilities at: _____
Address

Utility Account Number: _____ - _____
1st part of account # 2nd part of account #

I, _____, authorize the City of New Bern to set up the account listed above on Bank Draft Easy Pay and authorize the City of New Bern to draft my bank account on a monthly basis for the total amount of my utility bill.

I UNDERSTAND THAT IN THE EVENT MY DRAFT PAYMENT IS NOT RECEIVED, I WILL BE REMOVED FROM THE PROGRAM FOR AT LEAST ONE YEAR AND ALL PAST DUE BALANCES MUST BE PAID IMMEDIATELY. I HAVE ATTACHED A VOIDED CHECK FROM THE BANK ACCOUNT I WOULD LIKE YOU TO DRAFT TO PAY THE UTILITY ACCOUNT INDICATED ABOVE. I UNDERSTAND MY ACCOUNT WILL NOT BE DRAFTED UNTIL IT IS INDICATED ON MY BILL.

Date

Customer Signature



Answers to Frequently Asked Questions About Bank Draft Easy Pay

1. When will the payment be drafted from my bank account?

The amount of your bill will be drafted from your bank account on the actual due date.

2. How will I know if my payment is being deducted from my account?

Automatic drafting is usually effective the second billing period after requesting the service. A message appears on the bill indicating the draft is in effect. No message regarding the draft indicates the application is still being processed, and you will need to pay the bill in the same manner as you have in the past.

3. What record will I have showing that I paid my bill?

In addition to your utility bill, your bank statement will include a record of payment.

4. Can I use Bank Draft Easy Pay to pay for more than one New Bern utility account?

Yes. You can pay for different service addresses using the same bank account. Remember due dates may vary and your bank account may be drafted on different dates for each service address.

5. What happens if I change banks?

Contact the City of New Bern at 252-639-2750. A new application is needed to continue enrollment in Bank Draft Easy Pay.

6. What if I have a problem with the billed amount or want to cancel Bank Draft Easy Pay?

Call before the due date to avoid an incorrect draft amount. Also, call before the due date to cancel the service or your bank account will be drafted. Payments are still due by the due date.