

## Quick answers to your questions.

### **Q How does Direct Payment work?**

**A** Mail your completed enrollment form (steps 1-4). Once set-up, each company will withdraw your payment automatically on the due date. Allow 30-60 days for Direct Payments to become effective. Continue to pay as you normally would until each company notifies you or your statement shows that you have been signed up for their plan -- then stop sending payments.

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

**A** Each company will send a billing statement at least 10 days before it is due indicating the variable amount. Customers with a fixed monthly billing amount will retain the current payment amount and due date and may not receive a statement unless the amount or date changes. Your Direct Payment will be reflected on your next checking/savings account statement.

### **Q Who is The Payments Authority?**

**A** Funded by over 500 financial institutions and companies in Michigan's Lower Peninsula, The Payments Authority is a not-for-profit trade association whose mission is to increase the awareness and use of electronic payments and e-commerce through education, operational support and marketing. The companies listed on this form provide the actual Direct Payment service, while The Payments Authority facilitates the program. For more information, visit us on the web at [www.thepaymentsauthority.org](http://www.thepaymentsauthority.org)

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

**A** No. The Direct Payment Plan is offered by the participating companies free of charge. Most financial institutions do not charge for the service. Contact yours to be sure.

### **Q Can payments be withdrawn from a savings account?**

**A** Yes, however some savings and money market accounts have a limit. Consider these limits when signing up for multiple companies and consult your financial institution for more information about your specific account.

### **Q What if I have a question about my bill?**

**A** Call the customer service number on each company's bill.

### **Q What if I need to make a change?**

**A** If you change your checking/savings account, a new enrollment form will be required. Again, allow 30-60 days for processing. If you decide to cancel your participation in the plan, simply call or write each company.

### **Q How can I pay other companies this way?**

**A** Contact any other company that you are interested in paying this way to see if they have the ability to withdraw your payment electronically. If not, ask when they will.

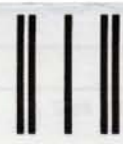
**Looking for additional Direct Payment information?  
Check out [UseDirectPayment.com](http://UseDirectPayment.com) on the Web!**



\_\_\_\_\_

\_\_\_\_\_

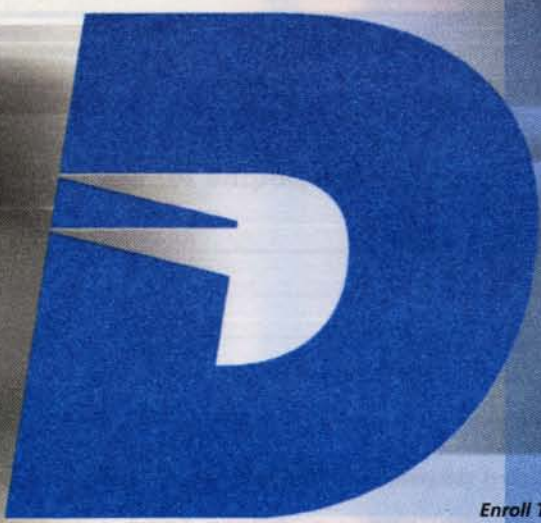
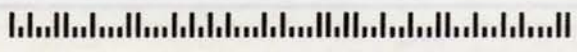
\_\_\_\_\_



Make this one of the last stamps you use to pay bills!

**THE**  
*Payments*  
**AUTHORITY**

PO BOX 252168  
WEST BLOOMFIELD, MI 48325-2168



**Direct Payment**

Enroll Today and Let Direct Payment Work For You!

**Use Direct Payment to Pay Your Bills Automatically**