

SAY GOODBYE TO LATE FEES!  
with

# Belleair Auto-Pay

## *A recurring ACH payment service for utility billing*

THE TOWN OF BELLEAIR IS EXCITED TO ANNOUNCE BELLEAIR AUTO-PAY:  
A SERVICE TO TAKE THE HASSLE OUT OF PAYING YOUR UTILITY BILL.

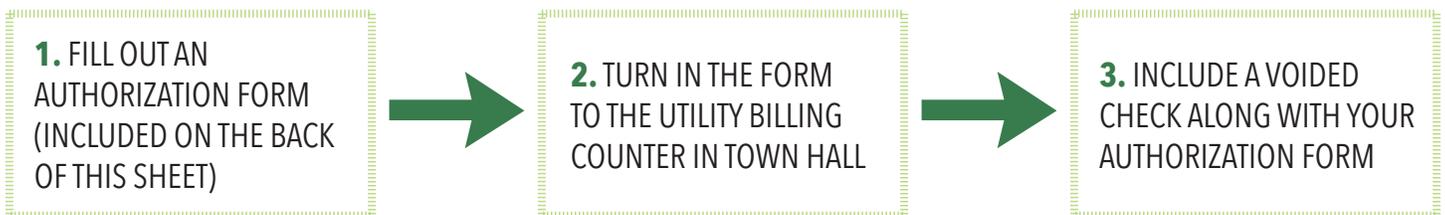
This new, convenient opt-in service will help you save time and money, so you can spend more time doing what you love and less time worrying about paying bills. With Belleair Auto-Pay, payments will come directly from your checking account fee-free, and you will never have to worry about missing a payment again. That's right - no more checks to write, stamps to buy, late fees to pay, logins to remember, or credit card processing fees!

The best part? The one-time setup through our personable staff makes the enrollment process quick and easy!

Ready to sign up? Follow the instructions below to enroll today. Also included on the back of this sheet are frequently asked questions and the required authorization form.

## *How to sign up for Belleair Auto-Pay*

To enable ACH payments directly from your bank, follow these three simple steps.



And that's it! Town staff will handle the enrollment process from there to ensure your future payments are worry-free.

**Important note:** You can **NOT** sign up for Belleair Auto-Pay online. The online bill pay portal ([www.townofbelleair.com/billpay](http://www.townofbelleair.com/billpay)) is only for credit/debit cards or one-time electronic check payments.

### *Did you know?*

A 3% processing fee is charged for all credit/debit card payments, but Belleair Auto-Pay is **fee-free!**

## Frequently asked questions

### Q: How and when will this transaction appear on my bank statement?

A: Belleair Auto-Pay utility bill payments will appear on your bank statement under "ACH Withdrawal Town of Belleair" and will be processed on or near the 21st of each month. This date will fluctuate depending on weekends and bank holidays.

### Q: What if I am overcharged?

A: Residents enrolled in Belleair Auto-Pay will receive a utility bill at least two weeks before being charged (for review purposes only). If you receive a bill that appears too high, please bring your concerns about the amount to utility billing staff immediately so we can discuss or change your balance before your account is charged. On the rare occasion any errors or issues are discovered after the billing cycle, these issues may be addressed with staff on a case-by-case basis.

### Q: What happens if there are insufficient funds?

A: Any resident enrolled in Belleair Auto-Pay with insufficient funds in their designated checking account will be notified by Town staff to make other payment arrangements. When this occurs, the Town is charged non-sufficient fund (NSF) fees by the bank. In this case, fees will be passed along to the resident, as per the below authorization form.

### Q: How is my information being protected?

A: The Town of Belleair takes the protection of customer information seriously, and is launching this program with your security top-of-mind. Limited Town personnel have password-protected access to your banking information, and all voided checks are destroyed in a timely fashion following enrollment. Enrollment data and information is stored off-site on secure cloud servers that undergo weekly penetration testing and a full annual audit.

### Q: What if I change my mind after signing up and want to be removed from Belleair Auto-Pay?

A: You may remove yourself from Belleair Auto-Pay at any time by providing written notice to cancel Belleair Auto-Pay to Town Hall (901 Ponce de Leon Boulevard). Please note that, depending on when this is requested, your account may be charged for the coming month's utility bill via Belleair Auto-Pay before your removal from the program is complete.

## Belleair Auto-Pay Authorization Form

### AUTHORIZATION OF DIRECT COLLECTIONS (ACH DEBITS) AND INFORMATION FOR RECURRING ACH CUSTOMERS

I authorize the bank or financial organization on the enclosed voided check to pay my monthly utility billing charges through electronic bank withdrawal payable to the Town of Belleair ("Town"). I authorize the Town to initiate these transactions through ACH Debit on the account designated on the enclosed voided check, and I authorize the account debit in the amount required to settle my total balance due to the Town. The bank or other financial organization and the Town will be fully protected in honoring these payments and this authorization will remain in full force and effect until written notice from me canceling this payment authorization is received at the following address: Town of Belleair Utility Billing (901 Ponce de Leon Boulevard, Belleair, Florida 33756). I understand that it is my responsibility to review any and all ACH activity on my account each month to verify each transaction is accurate and legitimate.

ACH payments returned by the Town's bank will void payment. If the payment is returned because of non-sufficient funds (NSF) or any other reason, the customer will be charged for any fees incurred by the Town. The Town is not responsible for any overdrafts, rejected transactions, or fees that may result from debits initiated under this authorization. Debit Filter Advisory: Many commercial checking accounts utilize a debit filter to prevent unauthorized payments. If your account has a debit filter, please contact your bank to add the Town of Belleair as an authorized sender before submitting this enrollment form. **Enrollment will not take effect until the next billing cycle. Please enclose your payment for this bill as well.**

I have ensured a voided check is provided along with this form.

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Date

### Questions?

Belleair's utility billing staff is always here to help. Stop by or call **(727) 588-3769 x 213** with any questions.