

FREQUENTLY ASKED QUESTIONS

Who is eligible for Flash Pay?

All residential and commercial customers billed by the City of South Pasadena are eligible for Flash Pay.

When does Flash Pay start?

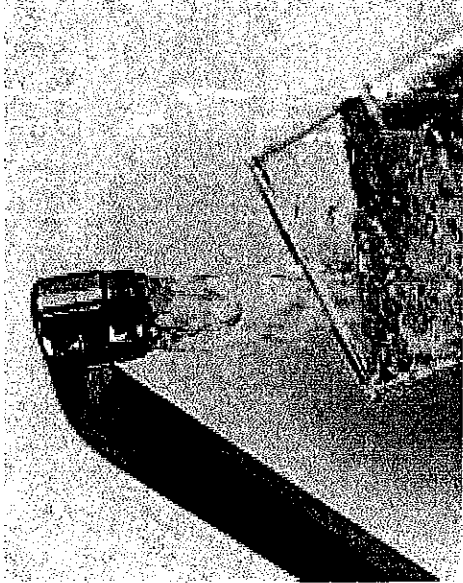
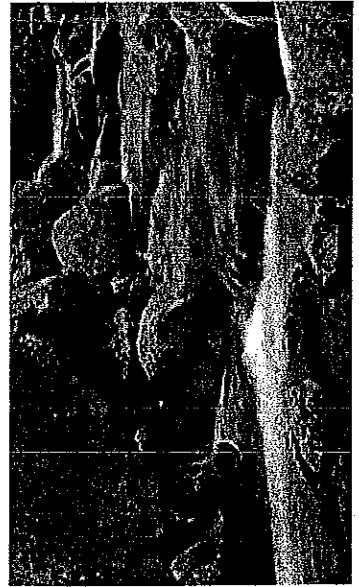
Approximately 30 days after we receive your completed enrollment form, Flash Pay will start.

How does it work?

You will continue to receive a monthly water, sewer and rubbish statement. "Flash Pay - Do Not Remit" will be printed on the bill, letting you know that Flash Pay is active. Review your statement carefully, and call the City immediately if you have any questions about your account. Approximately 1 day before the "due date", the amount shown on the statement will be automatically withdrawn from your checking account. Your checking account statement from your bank or financial institution will clearly identify the charges.

How do I close my account?

Notify the City immediately, and your final closing bill will be sent directly for payment rather than being deducted through Flash Pay.



How can I cancel Flash Pay?

You may cancel your Flash Pay participation by calling the City of South Pasadena at 626-403-7259.

What happens if I change banks?

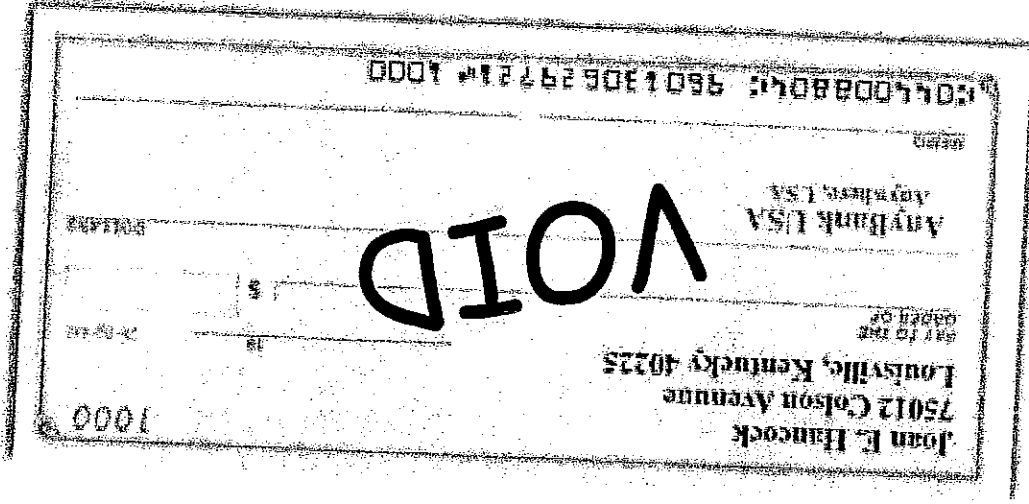
Call the Finance Department at 626-403-7259 and ask for a new Flash Pay application. Inaccurate information may result in payments being refused by your financial institution. The City will not be responsible for delays or losses that result from inaccurate information or failure to provide the City with timely notification of changes.

What happens in the event of a rejected payment?

Payments may be rejected by your financial institution because of insufficient funds, closed accounts or other reasons. Check with your financial institution for possible fees it may impose. If your payment is rejected, the City of South Pasadena will impose a \$27 returned item charge, and you will receive a letter indicating the exact amount owed. The City reserves the right to terminate your participation in Flash Pay if your payment is rejected more than once within a 12 month period.

Please attach a preprinted VOIDED check in this space.

- Do NOT submit a deposit slip
- Write VOID across the check



Office Use Only: Date _____ Initials _____
Entered on: _____
Cancelled on: _____
Notes: _____