

# ACH Stop Payment Form Instructions and Information on Processing

## Questions before Processing

1. Was the payment made with a Visa Check Card?

**YES** Stop Pay can NOT be issued on Visa Check Card Purchases.

Complete a Credit / Check Card Statement of Forgery form if you did not authorize the debit.

If the debit was authorized but the payment was for the wrong amount or processed incorrectly, complete a Check Fraud Affidavit of Disputed Item Form.

**NO** If item has NOT cleared your account, then a stop pay can be placed.

2. Has the merchant been notified of intent to stop payment on the item?

**YES** Stop Pay Form must be completed and returned to for processing.

**NO** Merchant must be aware of intent to stop payment so item is not processed.

## Information

- If you believe that there is or will be fraud on your account please contact Member Services at (404) 676-2586 or (877) 277-2586 immediately.
- Fax this completed form to 404-676-8894, or deliver to credit union office.
- The form must be received within 14 days of the estimated date that the item is to be presented to account
- The Credit Union will confirm receipt and post it the same day if it is received by 4PM EST on a regular business day. If it is received after 4PM EST or on a weekend or holiday, then the request will be processed on the next working day.
- A FEE will be charged to your checking for processing the Stop Payment request. The Stop Payment will not be processed if the Fee is not available in the account.
- The Stop Payment is permanent unless removed by the member, in writing.
- The Stop Payment FEE is non-refundable.
- In some cases a Stop Payment may be placed by phone with one of our member service representatives, but it is not guaranteed until after receipt of this form.
- NOTE: We will assume no liability if the member decides not to change his/her share draft account number, after reporting a check lost or stolen.

## Instructions

Field	Explanation	Example
Account Number *	Located on upper right corner of bank statement	12345678
Member Name *	Name on Account	Jane Doe
Request Received Date/Time	Completed by Credit Union	Completed by Credit Union
Originating Company Name	Merchant's Name	Elmo's Car Dealership
Date of Transaction	Date (or approx. date) of charge	05/27/2006
Transaction Amount	Amount of Charge	\$257.89
This request is to stop an ACH item ONE TIME ONLY	This will only stop item for ONE attempt	
This request is a permanent REVOCATION OF AUTHORITY	This will <b>permanently stop the ACH item presented for that EXACT Amount from that specific company</b> . If the creditor changes the amount of the debit to collect a fee or if the debit is given to another institution to collect then <u>the item may clear the account</u> . It is VITAL you advise the originating company in advance that you have REVOCED AUTHORITY to debit your account.	

**READ THE AGREEMENT AND SIGN. CONTACT THE CREDIT UNION WITH ANY QUESTIONS.**

