

Stop writing checks! Maximize your leisure time with Direct Payment  
Enrollment Form

**#1 Complete the contact information requested below (please print)**

Name \_\_\_\_\_  
Service Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Daytime Phone (\_\_\_\_) \_\_\_\_\_  
Email Address \_\_\_\_\_

**#2 Provide your signature for authorization:**

I authorize the City of Troy to deduct my payment(s) from the checking or savings account listed below. I understand that I control my payments and if at any time I decide to discontinue this payment service, I will notify the City of Troy. I also understand that all information provided will remain confidential.

Please sign!

**THIS FORM CANNOT BE PROCESSED WITHOUT YOUR SIGNATURE**

Signature \_\_\_\_\_ Date \_\_\_\_\_

**#3 Provide the required financial information below:**

To ensure the correct account number is used for this electronic payment and to obtain the ABA/routing number, PLEASE CONTACT YOUR FINANCIAL INSTITUTION FOR ASSISTANCE.

Name of Financial Institution \_\_\_\_\_

ABA/routing number \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Checking account # \_\_\_\_\_ or Savings account # \_\_\_\_\_

**#4 Provide your City of Troy account number (s):**

\_\_\_\_\_  
\_\_\_\_\_

See the back of this panel for Frequently Asked Questions.

**Return completed form to:**

City of Troy  
500 W. Big Beaver  
Troy, MI 48084

## Quick Answers to Your Questions

### Q. How does Direct Payment work?

A. Complete steps 1-4 on the enrollment form and mail it to the address listed at the bottom. Then, allow 30-60 days for processing and continue to pay as you normally would until your statement shows you have been signed up for the service.

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

A. You will still receive a billing statement (at least 10 days before it is due) indicating the amount due and due date. If you have a fixed billing amount, you will retain the current payment amount and due date and may not receive a statement unless the amount or due date changes.

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

A. As always, call the customer service number listed on your bill.

### Q. How do I know that the bill has been paid?

A. Each payment will be clearly itemized on your next billing statement and financial institution account statement.

### Q. Can payments be withdrawn from a savings account?

A. Yes, however, federal regulations limit the number of transactions on some accounts. Contact your financial institution for information about your specific account.

### Q. Is there a charge for Direct Payment?

A. No. We do not charge for this service. Most financial institutions don't charge either. Remember, they save time and money too!

### Q. What if I change financial institutions?

A. You will need to complete a new enrollment form and allow approximately 30 days for the change to go into effect. If you decide to cancel your participation in the plan, simply give us a call.

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

A. Contact other companies that you are interested in paying this way to see if they offer Direct Payment. If so, you can authorize them directly. Or visit [www.thepaymentsauthority.org/direct\\_payment](http://www.thepaymentsauthority.org/direct_payment) for a list of known companies that offer this convenient service.