

# Secure Pay



*Each month your bill amount will be deducted from your checking or savings account. You will receive a billing statement prior to withdrawal so you'll know how much is being withdrawn to pay your monthly bill. No more checks to write or last minute rush to pay your bill on time! Sign up for Secure Pay today!*

## Questions and answers:

**Q. How do I enroll?**

A. To enroll in Secure Pay, just complete the authorization form below and enclose a voided check with your normal bill payment.

**Q. Once I've sent in my enrollment form, how will I know when the automatic payments begin?**

A. A special message printed on your billing statement will let you know that you are set up for automatic payment.

**Q. How will I know how much my bill is and when will the bill be paid?**

A. You will continue to receive your billing statement from Southeastern Indiana REMC showing the due date and the amount which will be automatically deducted by your financial institution on the 22<sup>nd</sup> of the month, excluding weekends and holidays.

**Q. How can I be sure my bill has been paid?**

A. Your payment will be itemized on your checking account statement.

**Q. What if I have a question about the amount of the bill or if the bill was paid?**

A. For questions about the bill amount, contact our office at 1-812-689-4111 at least three business days before the due date shown on your billing statement. Questions about bill payments can also be directed to the same phone number.

**Q. Can I stop the automatic bill payment plan?**

A. Yes. Simply call Southeastern Indiana REMC at 1-812-689-4111 at least three business days before the 22<sup>nd</sup> of the month or write us at: Southeastern Indiana REMC, P.O. Box 196, Osgood, IN 47037.

**Q. Is there a charge for this service?**

A. No. Secure Pay is a free service for Southeastern Indiana REMC customers.

**Q. If I am already on direct payment, do I need to complete the form again?**

A. No, however you need to re-enroll in Secure Pay if you change financial institutions or if your bank account number changes.

Cut form here and send in bottom portion with voided check

### Authorization Form

#### Customer Information

Customer Name (as it appears on bill)

Service Address

City State

Telephone

Southeastern Indiana REMC Account Number

X  
Signature

Date

#### Your Personal Banking Information

Financial Institution Name

Checking Account Number

Please be sure to enclose a voided check for the checking account you wish to have debited.

#### Authorization Form

I authorize Southeastern Indiana REMC to instruct my bank, savings and loan, or credit union to pay my total bill from my checking account listed. I understand that I control my payments, and if at any time I decide to discontinue this payment service, I will notify Southeastern Indiana REMC in such time and manner so as to afford the company reasonable opportunity to act on it. Discontinuance of this payment service shall not affect any amounts owed by me to the company.