

## Bill Payment Support

For Bill Payment Support please determine the nature of your inquiry and direct your question or issue to the appropriate area:

Questions or issues regarding payment processing:

Call us at **800-823-7555** - 24 hours a day, 7 days a week.

Examples of payment issues:

- Proof of payment. If a merchant requires verification that a payment has been made.
- Stop payment requests.
- Any transaction that returns a confirmation indicating an unsuccessful status.

**Note: To ensure the fastest response time and to avoid delays in processing please provide complete and detailed information when using the email option.**

Required information for proof of payment is:

**Payee Name**

**Amount**

**Date of transaction**

**Day time phone number**

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Questions or issues regarding technical use of Bill Payment or your account:

Contact us at **800-823-7555** - 24 hours a day, 7 days a week.

Examples of technical issues:

- Questions on how to use the Bill Payment system.
- Questions about Bill Payment terms and conditions such as service fee.

Questions on how to close your Bill Payment account.