

# **AGREEMENT BETWEEN PATIENT AND THE SCFD (SANDOVAL COUNTY FIRE DEPARTMENT) BILLING DEPARTMENT CONCERNING PAYMENT OF AMBULANCE BILLS ONLINE**

## **TERMS AND CONDITIONS**

Please verify that you have entered the correct credit card account number. The SCFD Billing Department is not responsible for incorrect payments made online or on the telephone. Payments made online or over the telephone may not appear on your account online for several days. However, you will be given credit on the day that payment is made.

### **Your Credit Card Account**

You may use a valid credit card from any recognized financial institution in the USA. Provide your credit card account number, expiration date, and billing information, as requested on the form. Each time you initiate a transaction, you authorize us to draw a debit in your name on your credit card account. This amount will be payable to us in the amount of the transaction and be deemed as a payment to us. We will present this credit card transaction to your credit card company for immediate payment.

### **Your Bank Account**

You may use a valid checking account from any recognized financial institution in the USA. First, check with your bank to make sure they accept electronic debits from the account you choose and to determine if your bank will charge you any fees for this service. Then, just give us your American Banking Association (ABA) number and your bank account number when you make your payment. The ABA routing number is usually the first 9 digits located on the bottom of your bank check. Be careful though: your check number could be the first few or the last few numbers, and you don't want to include it. Also, some financial institutions use unique ABA routing and account numbers for electronic payments. To ensure you have the correct ABA number and to avoid any delay, verify your ABA routing and account numbers with your financial institution before completing this process.

Each time you initiate a transaction, you authorize us to draw an automated clearing house (ACH) debit in your name on your bank account. This amount will be payable to us in the amount of the transaction and be deemed as a payment to us. We will present this ACH transaction to your bank for immediate payment.

### **Making A Payment**

Once a payment is requested, it may take up to 5 business days to apply the payment to your account. Our business days are Monday through Friday, excluding Federal holidays.

You will be given credit on the day that payment is made.

### **Security Information**

Your information is transmitted securely using the industry standard encryption, 128 bit Secure Socket Layer (SSL).

## **NOTIFY US IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR PAYMENT**

If you think your payment was not made correctly, or if you need more information about the payment you made over the internet, call, e-mail or write us at the address listed on our website. When you contact us, give us the following information:

- Your payment confirmation number

And/Or

- Your account number
- The installment you paid
- The dollar amount of the suspected error.
- Describe the error and explain, if you can, why you believe there is an error.