



Electronic Funds Transfer Agreement

Terms and Conditions

1. This agreement is subject to the terms and conditions of the National Automated Clearing House Association (NACHA) with regard to electronic funds transfer (EFT) between banks and bank accounts.
2. This agreement shall remain in full force and effect until the customer or Syracuse City terminates the agreement. Termination shall be in writing at least five (5) business days prior to any scheduled payment date. This agreement shall terminate automatically when the utility account is closed.
3. This agreement only applies to the financial institution and account noted on reverse. Changing financial institutions or accounts within a financial institution shall constitute a termination of this agreement. A new agreement must be submitted to reinstate EFT payments.
4. EFT refusals by the customer's financial institution shall constitute a returned item, similar to a returned check, and the customer account will be charged the same fee as is charged for a returned check. Refusals shall include insufficient funds in the account and accounts being closed without written notice to the City.
5. Upon acceptance and testing of the EFT payment option for this account, the City will use reasonable efforts to request utility payments on behalf of the customer through NACHA. However, it shall remain the responsibility of the customer to pay utility bills by cash or check if the EFT payment transfer is not successful. The City will use its best efforts to notify the customer of any rejection or processing problems. Syracuse City shall be held harmless for any circumstances beyond its reasonable control.
6. Funds will be debited (deducted) from the customer's financial institution account between the 15th and 25th day of each month. Customer is responsible to report any billing problems to the City immediately upon receiving the bill. The City may assume the billing is proper and may proceed with EFT payment unless a problem is reported.

I hereby authorize Syracuse City and/or Syracuse City's financial institution to initiate debits (payments) and credits (refunds or corrections) with electronic funds transfer (EFT) entries to the financial institution account listed on reverse for the purpose of paying fees and charges on my Syracuse City utility account. I authorize the financial institution named on reverse to make debits and credits to my account for the payment of my Syracuse City utility account. I have read and agree to the terms and conditions of this agreement.

Customer Signature

Date