



CUSTOMER & UTILITY SERVICES DEPARTMENT CREDIT CARD DRAFT PROGRAM TERMS AND CONDITIONS

The Credit Card Draft Program is a service of the City of Sherman Customer & Utility Services Department provided as a convenience to our customers. Customers requesting enrollment in the program agree to the following terms and conditions upon signing the Credit Card Draft Enrollment & Authorization Form. The maximum credit card draft transaction is \$10,000.

- To apply:
 - Customers must provide a completed and signed Credit Card Draft Enrollment & Authorization Form, listing each utility account participating in the program.
 - Completed forms are to be returned to the address indicated on the form.
- After the Credit Card Draft is implemented, a full billing cycle may be required before the draft begins. Once the draft is active, the utility statement will be noted as “Credit Card on File-Do Not Pay.”
- Charges to the customer's card account will be processed up to 5 business days prior to the statement due date, for the total amount due on the account. The amount withdrawn will be the amount due, as shown on the most recent utility bill.
- The regular utility bill serves as advanced notice of the amount to be charged. Customers are responsible for reviewing each utility bill for accuracy. Any disputes or changes must be communicated to the Customer & Utility Services Department, 903-892-7237, at least 10 days prior to the bill's due date.
- Customer is responsible for notifying the City of Sherman Customer & Utility Services Department of any changes to the credit card and information provided in the Credit Card Draft Enrollment & Authorization Form, **including a card's expiration date**.
- The City of Sherman is not responsible for declined payments. Should funds not be made available by the card company, no matter the reason for the decline, the Credit Card Draft participation will be terminated. In such case, the customer may be subject to additional fees, including but not limited to, any late payment fees.
- Receipt of a delinquent/courtesy notice is indication of a declined or unsuccessful payment and removal from the Credit Card Draft program. Customer is responsible for contacting the utility office to pay the delinquent bill and applicable late fee by the designated due date on the delinquent notice.
- Any disputed amount or other discrepancy resolved after the card account has been drafted may be adjusted on the utility account and reflected on the customer's next regular bill.
- Customers may, without penalty, choose to terminate this agreement at any time upon written notice to the City of Sherman. Removal may require up to fifteen (15) business days to process. Any payments already in the drafting process at the time of notice may not be terminated.
- The City of Sherman reserves the right to change the program or terminate participation at any time. Notice of changes affecting the drafting processes, terms and conditions will be communicated.
- Customer agrees to indemnify the City of Sherman against, and hold the City harmless from, any and all losses, damages, costs, and attorney fees that the City incurs because of Customer's failure to abide by any of the terms of this Agreement.
- The City of Sherman shall not be liable for any loss or damage to Customer caused by the City's failure to provide any service or delay in providing such service resulting from an act of God, act of governmental authority, legal constraint, war, terrorism, fire, catastrophe, or electrical computer, mechanical or telecommunications failure, or failure of any agent or correspondent or any other cause beyond the City's control.

CITY OF SHERMAN

Credit Card Draft Enrollment & Authorization Form

I hereby authorize the City of Sherman Customer & Utility Services Department to charge my designated credit card to pay utility bills according to my regular billing schedule. I have read and agree to the Credit Card Draft - Terms and Conditions.

This authority is to remain in full force and effect until the City has received **written notification from me of its termination** in such time and in such manner as to afford the City **at least fifteen-days prior to my next payment**.

UTILITY ACCOUNT INFORMATION		
Account #	Account Name	
Account #	Account Name	
Account #	Account Name	
Phone Number:	Fax Number:	
Email Address:		
CREDIT CARD INFORMATION		
Credit Card Type: <input type="checkbox"/> Visa <input type="checkbox"/> Master Card <input type="checkbox"/> Discover		
Credit Card Number:	Expiration Date:	
Name as it appears on card:		
Signature:	Date:	
Important: The authorized signature must match the name on the credit card.		
CREDIT CARD BILLING ADDRESS		
Address:		
City:		
State:	Zip/Postal Code:	Country:

Completed forms should be returned to the City of Sherman Customer & Utility Services Dept;
Mail - PO Box 1106, Sherman, TX 75091-1106; **Office** - 405 N Rusk St., Sherman, TX; or
Fax - 903-892-3130.