

# Rejected Payment Policy

A rejected e-check payment is the same as a bounced check. Whether providing a check in person or making an e-check payment online, the process is the same; the account information is provided, and not yet verified by your bank even though you may have received a receipt. When we are notified of an attempted payment that was not honored by the individual's bank, it may be for one of the following reasons:

- Not enough money in the account
- A stop payment on the payment/check
- The information provided at the time of payment was incorrect
- Number on bank card was used rather than checking account & routing number
- Your credit union bank does not allow online payments

If your payment is rejected:

- 1) CashNet (our online payment processor) will send an email notification to the email address provided at the time of payment. If you receive an email similar to the verbiage below, contact PMB immediately.

*"We have experienced a problem processing your payment through CASHNet Smart Pay (receipt # 1234567 on 03/02/2010 at 02:10:47 PM)....."*

- 2) PMB will mail notification to the registered owner of the vehicle.
- 3) The original amount of the e-check plus a \$35 rejected payment fee for the "bounced" payment is due within 15 days of the notification. We cannot re-submit the original check. You will need to mail a check or money order for the amount invoiced to:

**PMB**  
**One University Circle**  
**Turlock, CA 95382**