Overdraft Fees-3539

Introduction

Customer must **fax** a **copy** of their bank statement showing **payment taken** and **overdraft fee** to **570-270-1498** (Attn: **Payment Processing)**

- **Never promise a refund** for overdraft fees; final decisions are made **by Payment Processing**

Resolution Steps

Create a Case Order or Technical Case

- Fill out the information as described below and click **Submit**

Record Type	Non-Technical
Reason	Bill / Invoice Questions or Issue
Reason Detail	Dispute - One-Time Charges or Fees
Check	Is Case
Case Reason	Overdraft Fee
Destination Queue	Payment Processing
Include	Valid email address and contact number

Payment Processing Follow-up:

- Payment Processing reviews the request and contacts the customer with a decision **within 2 business days**

- If **immediate** resolution is required, contact **Financial Services**