

# Overdraft Fees-3539

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## 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

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### Create a Case Order or Technical Case

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

<b>Record Type</b>	Non-Technical
<b>Reason</b>	Bill / Invoice Questions or Issue
<b>Reason Detail</b>	Dispute - One-Time Charges or Fees
<b>Check</b>	Is Case
<b>Case Reason</b>	Overdraft Fee
<b>Destination Queue</b>	Payment Processing
<b>Include</b>	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](#)

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=302>