

## Responding to Check Conversion Questions

### **What happens when my check is converted to an electronic transaction?**

We use information on the check and “convert” the check to an electronic transaction based on that information. Electronic transactions are more efficiently processed than paper checks, and that helps keep our costs low.

### **Why isn't the check listed on my bank statement?**

Since your payment is processed as an electronic transaction, it may be listed in the section of your bank statement with other electronic debits. The description of the electronic debit includes information to help you easily identify your payment. Bank statements typically include only the serial number, paid date, and amount for checks. Since converted items are electronic debits, you may be able to see the payee and a transaction description in your statement.

### **May I get my original check back?**

No. For your protection we destroy the original check. We want the original check presented for payment only once, through an ACH debit.

### **Does this mean you debit my account each month, and I don't have to write a check to pay my bill?**

No, this is not a recurring debit program. We need your check to initiate each payment. You still control the timing of a payment by paying with a check.

### **What authority allows you to convert my check?**

Pursuant to regulatory rules (NACHA and Regulation E), we notified you of our intention to clear your check electronically by posting a notice at the point of sale and providing you with a copy of the notice. If you prefer not to have your check converted, you can opt out by calling the Cashiers Office at 319-273-2628.

### **May I place a stop payment on a converted check?**

Yes. As with any stop payment, however, you should place the stop payment with your financial institution as quickly as possible.