



## **MEMO Bill Payments Frequently Asked Questions**

**Q: How do I pay my bills through MEMO Bill Payments?**

A: Take your bills to any MEMO Bill Payments location along with the amount you are paying, plus the convenience fee.

**Q: How much does it cost to pay a bill?**

A: The convenience fee for paying each bill generally averages \$1.50 however, certain billers require higher or lower fees be charged by MEMO Bill Payment locations. Please check with your MEMO Bill Payments location for specific convenience fees.

**Q: How long does it take for my bill to credit to my account?**

A: Generally, most bill payments credit to your account within 203 business days; however, some payments credit almost immediately. Please check with your MEMO Bill Payments location for specific bill payment posting times.

**Q: Can someone pay my bill for me?**

A: Yes, provided they have your bill or account number, the payment amount and the convenience fee.

**Q: Can I pay my bills with a check?**

A: Most bill payments require a cash payment; however, certain billers allow MEMO Bill Payments to accept personal checks as payment. Please check with your MEMO Bill Payments location for billers that accept checks.

**Q: How do I know that my bill was paid?**

A: After each bill payment transaction, a customer receipt is automatically generated identifying your payment information. It is important to always check your receipt before leaving your payment location.

**Q: Do I get my bill back after payment?**

A: No, the MEMO Bill Payments agent will keep your bill along with a copy of your receipt on file in case a payment question arises.