

# Accounts

## **I sent you a check payment but it wasn't applied to the account. Why?**

If you sent us a payment that wasn't applied to the account, please be sure to check that the check was cashed. If it was, it is likely a situation in which the check was not applied in error.

If that is the case, this can very quickly be rectified by mailing, emailing, or faxing us a copy of the cashed check (which can be retrieved from your online banking).

Once received here, it will be applied, and any service/late charges applied relating to the payment will be waived.

Unique solution ID: #1025

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