



**Electronic Funds Transfer
(EFT) from National Alarm:
Questions & Answers**

How do I sign up for EFT?

Simply complete the form, sign it and return it to NATIONAL ALARM with a voided check (deposit slips and photocopies cannot be processed). Be sure to pay your current National Alarm bill! Automatic payments won't start until your next billing cycle at the earliest.

Who is eligible to participate?

The EFT payment option is open to all NATIONAL ALARM customers with an account in good standing.

May I use my savings account to pay my bill?

Sorry, only checking accounts qualify for EFT.

Will I still receive a NATIONAL ALARM bill in the mail?

No.

What if I don't agree with the amount charged?

If for any reason you wish to dispute your billing, you must contact NATIONAL ALARM within one week of receiving your bill. Just contact us at the phone number printed on your bill.

Is there a charge for this service?

There is no charge from NATIONAL ALARM for this service. However, some financial institutions may charge for automatic payments. Ask your bank about possible fees.

Where can I find my NATIONAL ALARM account number?

Your account number is printed at the top of your bill and begins with FTM.

What if I change banks or accounts?

Simply call NATIONAL ALARM at the phone number printed on your bill at least 10 days before your NATIONAL ALARM bill due date. Tell us your new bank account information and we'll make the change over the phone.

Can I pay multiple NATIONAL ALARM accounts through this program?

Yes. As long as you want each NATIONAL ALARM account to be paid from the same bank account, you can sign up multiple accounts under the EFT program. Just photocopy the form and include a second voided check.

What if a payment is returned by my bank?

Payments may be returned by a financial institution for insufficient funds, closed accounts or other reasons. If your payment is returned for any reason, NATIONAL ALARM reserves the right to charge you a \$15 processing fee. NATIONAL ALARM also reserves the right to discontinue your participation in the EFT program if your payment is rejected more than once in a six-month period. Your financial institution may also charge fees for rejected payments.

Is EFT safe and secure?

Yes, both NATIONAL ALARM and your financial institution are required to keep your banking information confidential.

How do I stop participating in the program?

Simply call us at the phone number printed on your bill and notify us that you would like to stop EFT. Your request will become effective 5 to 7 business days after we receive your notification.