

Disconnect Notices and How We Deal With Them

We do not generally receive disconnect notices for our clients bills that are being sent directly to our office. We have a very efficient system in place to help alleviate any chance for paying bills late and/or creating a disconnect status. In the instances that there are issues, they tend to come from situations where the bills are not being mailed directly to our PO Box or the clients name is not on the bill.

- If the reason of disconnect is the fault of PayCo, we will pay the bill with our credit card and have the client reimburse us for the payment.
- If the reason for disconnect/late bill is because the bill is not coming directly to our PO Box, we will send a paper check to pay the bill. If the client/professional feels the bill must be paid immediately, we can offer to do a credit card payment but the client/provider of services will be responsible for paying a fee to do so.
- Credit card payments are for **emergencies only**. PayCo will not allow monthly bills to be paid consistently by credit card.
- High Bill Disconnects- There are times when bills such as cable and phone can get out of control due to hidden costs or using services which cost money on a per use basis. In the event that a phone or cable bill would be so high that a client was unable to pay it, we will need to make arrangements to resolve the issue. PayCo is contracted to ensure that necessary bills are paid first, so there may not be enough left over to pay a high cable bill. In these cases, a meeting will be necessary to sit down and figure out what is most important and how to work past the current financial issue.