
FREQUENTLY ASKED QUESTIONS

FAQ's for Online Bill Payment System

FAQ's for e-Statement Presentation

True Harmony Wellness & Medicine is delighted to offer Online Bill payment services to our customers. The following are the most frequently asked questions regarding this program. Please read these FAQs – you may find your question has been previously answered before you need to call us. Don't see your question listed? Call us at (480) 539-6646 so we may address your question personally and quickly.

Frequently Asked Questions (FAQ's) for Online Bill Payment System

WHAT IS ONLINE BILL PAYMENT SERVICE?

Online bill pay is an electronic payment service that allows you to set up a secure online account to make one-time or recurring bill payments. ... The source of funds for the payments is usually a credit card however, True Harmony Wellness & Medicine also offers ACH payments where your payment can be taken out of a checking account of your choice, Free of charge!

I DON'T HAVE AN ONLINE BILL PAYMENT ACCOUNT. WHY SHOULD I SIGN UP/REGISTER?

With online access, you'll be able to:

- View &/or pay your bill
- Schedule automatic payments
- View online payment activity
- Switch to online e-statement delivery

I'M TIRED OF GETTING PAPER BILLS. HOW DO I SIGN UP TO RECEIVE MY BILL ONLINE?

When you register you will have the option to receive your future statements via our secure e-presentation

HOW SECURE IS MY PERSONAL INFORMATION AND MY BILL PAYMENT?

Paying and receiving bills online is more secure than mailing paper checks All transactions are processed through a secure website and all data transactions are encrypted. Any personal information you enter (like your name, address, credit card number, etc.) will be used only for the particular one-time transaction and will not be saved on our system or shared for any other purpose.

IS THERE A FEE ASSOCIATED WITH THE ONLINE BILL PAY?

Viewing your account information (amount due, and last payment information) is free of charge. There is a small credit card processing fee associated with all credit card payments. ACH payments (payments are made using a checking account of your choice) are free!

ONCE I MADE MY PAYMENT ONLINE, CAN I CANCEL IT?

Once your payment is processed online, the transaction can be cancelled with a couple of hours. The amount you selected to pay will be credited to your account within 24 hours.

WHAT DO I DO IF YOU HAVE NOT RECEIVED OR CREDITED MY PAYMENT?

If you believe that you've made your payment and the credit is not reflected on your bill, please contact our Customer Support representative for assistance.

CAN I SCHEDULE MY PAYMENT IN ADVANCE?

Yes! You have the option to make regular payments at selected times/dates.

WHAT FORMS OF PAYMENT CAN I USE WITH ONLINE BILL PAYMENT SERVICES?

We currently accept MasterCard, Visa, Discover, and American Express. Of course you can also use your Debit Card and pay by ACH with a checking account of your choice.

WHAT DO I DO WITH THE PART OF THE PRINTED BILL STUB THAT I USED TO MAIL BACK WITH MY PAYMENT?

If you've made your payment online, we don't need the stub. You may want to keep it for your own records. You may also attach your receipt to it.

As an alternative, you now have the option to receive your statements via e-statements, eliminating paper statements altogether.

HOW DO PAYMENTS SHOW UP ON MY CREDIT CARD STATEMENT?

Your online bill payment will appear on your credit card statement under the name of True Harmony Wellness & Medicine.

I DON'T SEE MY QUESTION LISTED. WHAT DO I DO NOW?

Don't see your question listed? Give us a call at (480) 539-6646.

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Frequently Asked Questions (FAQ's) for True Harmony Wellness & Medicine-e-statement presentment

True Harmony Wellness & Medicine is delighted to offer e-statement presentation services to our customers. The following are the most frequently asked questions regarding this program. Please read these FAQs – you may find your question has been previously answered before you need to call us. Don't see your question listed? Call us at (480) 539-6646 so we may address your question personally and quickly.

WHAT IS E-STATEMENT PRESENTATION?

An e-Statement is an electronic version of your statements. You will receive an email when your statement is ready. You then log into a secure website to view your e-Statement. You have the option to save and/or print your statement. To our registered guests, you can also utilize the online bill payment system to pay your bill at the same time.

WHAT ARE THE BENEFITS OF SWITCHING TO E-STATEMENTS?

Access your statements 24 hours a day from anywhere you have internet access. Reduce the risk of mail fraud and identity theft that comes with paper delivery, get organized and reduce the clutter of paper statements. Help to protect the environment.

ARE E-STATEMENTS SECURE?

With e-Statements, your personal information is protected on a secure server, and the information can only be accessed with the authorized Login ID and password. When you are ready to leave the secure site, always click on the Log Out button to end your session.

HOW WILL I KNOW WHEN A NEW E-STATEMENT IS AVAILABLE?

We will send you an e-mail at the close of each statement cycle to let you know that your current statement is available. This will usually occur the day after your statement cycles.

IF I SIGN UP FOR E-STATEMENTS, WILL I STILL RECEIVE MY PAPER STATEMENTS?

We discontinue your paper statements when you switch to e-Statements. You can view, save, and print your e-Statements at any time, and they are legally the same as a paper version mailed by us. If you have additional needs, please contact us.

WHAT IF I WANT TO CANCEL E-STATEMENTS AND SWITCH BACK TO PAPER?

To resume receiving your paper statements in the mail, simply contact us.

WILL I STILL BE ABLE TO VIEW MY E-STATEMENTS IF I CLOSE MY ACCOUNT?

You will be able to view your e-Statements for 30 days after your account closes. We suggest that you either save your statements in a secure manner or print them for future reference.

CAN I SAVE AND/OR PRINT MY E-STATEMENTS?

Yes. Your e-Statements are stored on our secure server, but if you choose, you may print or download a copy to your own system.

I DON'T SEE MY QUESTION LISTED. WHAT DO I DO NOW?

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End of FAQ's

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