

ANSWERS TO FREQUENTLY ASKED QUESTIONS ABOUT DIRECT DEPOSIT/ELECTRONIC FUNDS TRANSFER (EFT)

1. What are the benefits of direct deposit/EFT?

There are several advantages to direct deposit:

- Payments are secure – Paper checks can be lost or stolen.
- Payments arrive sooner – You don't have to wait for a check to arrive in the mail.
- You save time – Money deposited into your bank account is automatic. You save the time you used to spend at the bank depositing the check.

2. Am I required to enroll?

No, but everyone is strongly encouraged to enroll in the program.

3. Are my payments going to be processed on the same schedule as they were before?

Yes. Payments are processed every Wednesday according to invoice due dates.

4. How will I know when the payment is in my bank account?

If you provided us with an email address on your sign up form, you will receive an email confirmation from TVF&R Accounts Payable. You may also contact your bank directly to confirm the deposit.

5. Can direct deposits/EFTs be credited to the wrong account?

Once you enroll in Direct Deposit, it is highly unlikely that a payment would be posted to the wrong account. If the bank account information is incorrect, your bank will reject the payment and they will notify us. We will then contact you. In order not to delay your payment, we will issue checks for your payment until the problem is resolved.

6. What happens if I change my bank or my account number?

If you change any information or close your account, you must notify the TVF&R Accounts Payable Department as soon as possible. For changes, send an email to accountspayable@tvfr.com for a new Direct Deposit/EFT Agreement Form or go to our website at <http://tvfr.com/resources/ap.aspx> to download the form. Send your change requests via:

- Email: accountspayable@tvfr.com (Please scan your form and voided check)
- or Mail: TVF&R, Attn: Accounts Payable, 11945 SW 70th Ave, Tigard, OR 97223
- or Fax: 503-649-5347, Attn: Accounts Payable.

For all other questions regarding direct deposit/EFT payments, please contact Lisa Ochoco in Accounts Payable at accountspayable@tvfr.com