

## ***FAQ, continued***

**Q:** Is Official Payments safe to use?

**A:** Yes. The IRS and over 2,200 state and local governments use Official Payments. The information gathered is private and will not be forwarded to anyone. Official Payments uses encryption technology and partners with VeriSign to ensure the highest level of security

**Q:** Why is there a convenience fee and why am I paying for this?

**A:** Official Payments charges a convenience fee for processing the payment transaction. The fee is not charged by or paid to the City of Grand Haven. The fee is assessed by Official Payments to cover operating costs and the costs associated with servicing thousands of card transactions. You will be informed of all charges and fees before you authorize the payment.

**Q:** Will I receive a confirmation of my card payment?

**A:** Yes. You will be provided a confirmation number at the end of the payment transaction. If you pay over the Internet, you will be issued an onscreen digital receipt, which can be printed as a transaction record. Additionally, if you provide an email address, you will receive an email verification.

## ***FAQ, continued***

**Q:** How can I be sure that my payment was processed correctly?

**A:** You can verify your Internet payment online if you have provided your email address to us. You will need your confirmation number and the last 4 digits of your card. You may also call 1-888-357-8394. You will need your payment amount to process your telephone inquiry.

**Q:** Who do I call if my payment doesn't appear on my card statement?

**A:** Call Official Payments Customer Service toll-free at 1-800-487-4567. Press 1 for English or 2 for Spanish and choose option 4.

# City of Grand Haven

## Now Accepting Electronic Payments!



CITY OF GRAND HAVEN

519 Washington Ave  
GrandHaven, MI 49417

Phone: 616-842-3210  
[www.grandhaven.org](http://www.grandhaven.org)



Payment Services Provided by:

 **OFFICIAL  
PAYMENTS**

[www.officialpayments.com](http://www.officialpayments.com)

# Now Accepting Electronic Payments!

The City of Grand Haven is now accepting electronic payments for Taxes, Water/Sewer, and Cost Recovery invoices only. The following credit cards will be accepted:



Pay online at  
**www.officialpayments.com**  
Or call **1-800-2PAY-TAX**  
(1-800-272-9829)  
Use Jurisdiction Code **7054**



*Official Payments will be charging a convenience fee in addition to any other fees charged by your credit card provider.*

## Official Payments FEE SCHEDULE

*The City of Grand Haven does not receive any portion of the convenience fees charged.*

Payment Type	Maximum Amount Allowed per Transaction	Fee Per Transaction
Cost Recovery	\$500/transaction	\$7.50
Tax Payments	Unlimited	3% of payment
Water/Sewer	\$200/transaction	\$3

*Note:*

You may have a bill that will take more than one transaction to pay the total amount due. In such case, the total convenience fee is determined by the number of transactions necessary to pay the amount due. For example, a bill in the amount of \$260 would require two separate transactions; one in the amount of \$200, and the second in the amount of \$60, for a total convenience fee of \$6.

Paying taxes and fees by credit or debit card allows the consumers to take advantage of card rewards, payment flexibility, convenience, and safety. A nominal fee is charged by Official Payments based on the transaction amount.

### FAQ

**Q:** What's the advantage of using Official Payments?

**A:** The service makes paying government taxes and fees more convenient in many ways:

1. Faster payment via phone or Internet—no writing and mailing checks.

2. Flexibility to pay credit card balances over time.

3. Rewards for your government payments from card issuers that carry such programs.

4. Comfort of knowing your payment has been made through a trusted, secure service provider.

**Q:** How can I find out what taxes and fees I can pay by credit or debit card?

**A:** For a complete list of the taxes and fees you can pay by credit or debit card for the City of Grand Haven, visit [www.officialpayments.com](http://www.officialpayments.com).

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