

TO: All DSB Bill Pay customers,

Oct. 12, 2021

(This is a legitimate email from Denison State Bank and is posted on the bank web site www.dsbks.com)

When you use **DSB Bill Pay on DSBconnect** at Denison State Bank, the payment is delivered either electronically or by mailed check, depending solely on how the payee is set up to accept payments.

If it is sent by mailed check, the timeframe has been – and continues to be -- 5 business days. The date you key in on the “when should it occur” field is the date you want the payment to arrive to the payee -- not the date you want it sent out. If the payee is a check payee, the date will automatically prefill to 5 days away from the current date.

The U.S. Postal Service announced two weeks ago that starting Oct. 1, they project first-class mail delivery will take two days longer than in the past. So now, it could take 4 days minimum for a check to arrive to payee.

Until told otherwise, **our Bill Pay service will continue to calculate Bill Pay mailed checks to arrive 5 days after they are printed and placed in the mail.** Example: you set up a Bill Pay check on a Monday, and it will show to arrive to the payee on Friday. The alphabetical listing of your Bill Pay payees shows if they are electronic or check.

That said, we advise to allow even more time for Bill Pays sent by check. We recommend that if you are paying a check Bill Pay payee, you get it scheduled in enough time for the check to arrive in the mail by the payment deadline. Bill Pay checks clear your DSB checking account only if and when the payee cashes/deposits the check, as opposed to electronic Bill Pays that are pre-funded and clear your account the day the payment is sent out.

The bank and our Bill Pay provider can verify when a Bill Pay is produced and released into the mail stream, but we cannot control the timing of when a mailed Bill Pay check may be received and processed by the payee. With the USPS admitting themselves that it will take longer for mail to be delivered, scheduling payments even earlier to mailed payees is advised.

As an alternative, we find that signing up for automatic direct-debit with trusted payees works best, particularly with utility companies and others who are quick to issue late-payment notices. That way, the payee originates the payment transaction, and the funds transfer automatically from your bank account to the payee, no action by you needed. These pre-authorized direct debits can usually be set up on the payee’s web site or through their customer contact center. The larger the payee, the more likely they are to accept electronic payments and to offer direct-debit payments.

If questions on this, please respond back here or to online@dsbks.com. Thank you.

**Denison State Bank
Digital Banking Dept.**