

**Sun 'n Lake of Sebring  
Improvement District  
Procedure for Returned Checks**

The procedure for dealing with checks returned to the District as Non Negotiable for any reason will be as followed:

**Utilities:** The Customer Service Supervisor will debit the customer's account for the value of the return check and debit the customer's account for a \$25.00 Return Check Fee.

A "door hanger" is generated by the Customer Service Representative (CSR) so that it can be placed on the customer's home to inform them of the return check. The door hanger informs the customer to contact the office within 24 hours.

The customer has 24 hours to make payment for the return check along with the \$25.00 Return Check Fee.

Once the customer has made payment in full, the NSF check is then returned to the customer by the CSR.

If payment is not made within 24 hours, a work order is generated by the CSR to have the customer's service disconnected for nonpayment by the Filed Technician.

If service is disconnected the customer will then need to pay a reconnection charge in the amount of \$20 along with the above fees. All fees must be paid with cash or a money order.

If the customer's account indicated that they have defaulted with a NSF check twice, their account is noted "CASH ONLY".

**Assessments:** A letter will be generated immediately and submitted to the Finance Director for his signature stating the following:

The check that you submitted for payment to Sun 'n Lake for the yearly assessment on property located at (enter address or Unit, Block and Lot #) was returned from your bank for (enter reason). Please remit to the District Office the amount indicated on your last Notice/Receipt of Assessment (type in the amount) plus a \$25 Return Check Fee. Payment may be made in cash, money order, credit card or certified check. We would appreciate your attention to this matter within seven days. Failure to contact the District Office at (863) 382-2196 to make payment arrangements can result in additional fees and interest.