

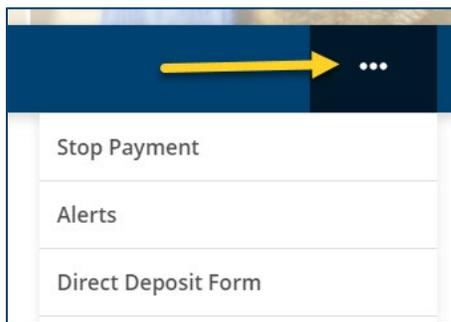


## How to Place a Stop Payment on a Check or Series of Checks

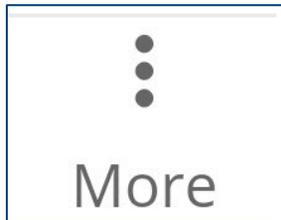
If you need to place a stop payment on a check or series of checks, you can do so through online banking or our mobile banking app.

**PLEASE NOTE: THIS OPTION DOES NOT APPLY TO DEBIT CARD TRANSACTIONS, ACH WITHDRAWALS, PAPER CHECKS ISSUED VIA BILL PAY, OR CHECK BY PHONE PAYMENTS. THIS OPTION IS FOR PAPER CHECKS WRITTEN OFF A CHECKING OR MONEY MARKET ACCOUNT.**

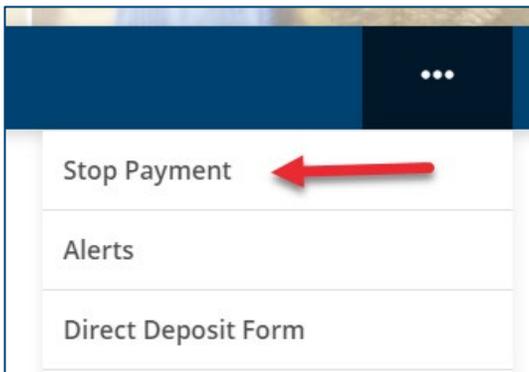
1. Login into online banking or mobile banking.
2. Click or tap on the 3 dot menu option
  - a. In online banking, it is at the top left side of the screen



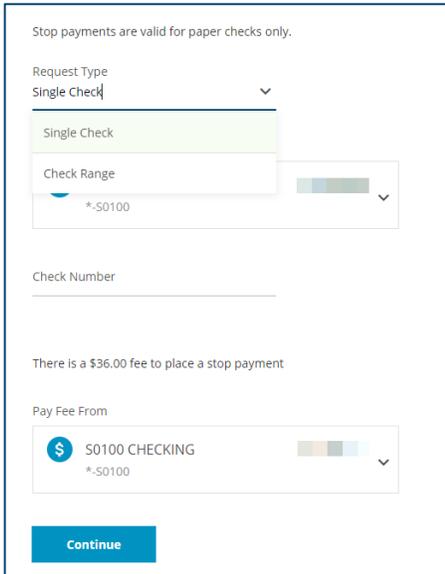
- b. In the mobile banking app, it is at the bottom left side of the screen



3. Click or tap on Stop Payment



4. The Stop Payment Screen will appear, providing the option to place a stop payment on a single check or a range of check numbers.



Stop payments are valid for paper checks only.

Request Type  
Single Check

Single Check

Check Range  
\*-S0100

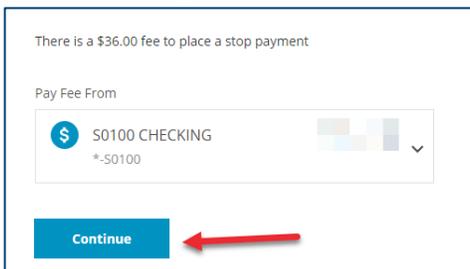
Check Number

There is a \$36.00 fee to place a stop payment

Pay Fee From  
\$ S0100 CHECKING  
\*-S0100

Continue

5. Select the appropriate option and provide either the single check number or the range of check numbers for which the stop payment needs to be placed.
6. Select the account from which the fee is to be paid.
7. Click or Tap "Continue"

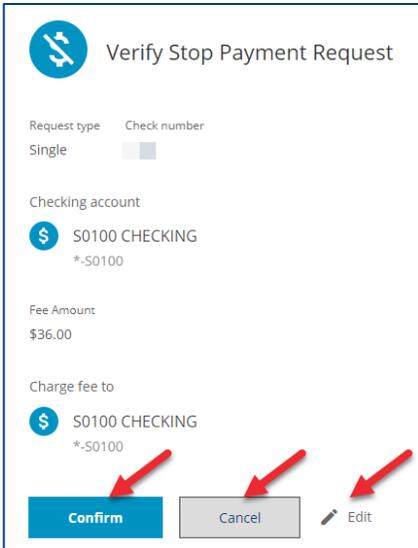


There is a \$36.00 fee to place a stop payment

Pay Fee From  
\$ S0100 CHECKING  
\*-S0100

Continue

8. The Verify Stop Payment Request screen will appear. If all details looks correct, click or tap "Confirm". If changed are needed, click or tap "Edit". If there is no longer a need for the Stop Payment Request, click or tap "Cancel".



Verify Stop Payment Request

Request type: Check number  
Single

Checking account  
\$ S0100 CHECKING  
\*-S0100

Fee Amount  
\$36.00

Charge fee to  
\$ S0100 CHECKING  
\*-S0100

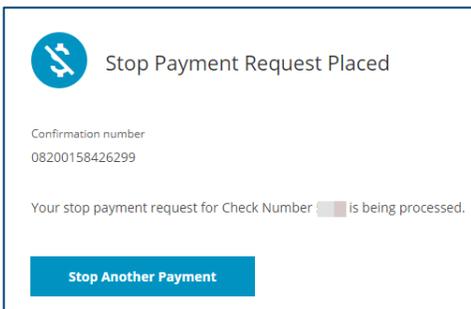
**Confirm** Cancel Edit

Three red arrows point to the Confirm, Cancel, and Edit buttons.

NOTE: If there are insufficient funds in the account from which the fee is to be taken, this message will appear:

There are insufficient funds in the account you selected to charge the fee to.

9. The Stop Payment Request Placed will appear if “Confirm” was tapped or clicked. This will provide a confirmation number for the stop payment request.



Stop Payment Request Placed

Confirmation number  
08200158426299

Your stop payment request for Check Number  is being processed.

**Stop Another Payment**

10. The fee will be deducted from the appropriate account and the stop payment will be placed.

If you need additional assistance, please contact us at 901-380-7400 and we'll be happy to help. The Stop Payment Fee in this guide is accurate as of 5/27/21. Fees are subject to change – please see us for complete details.