

Paying using your bank's on-line system

Customers can authorize their bank or a financial institution to initiate payments against their accounts and remit funds on their behalf so that the funds arrive as close as reasonably possible to the Statement's scheduled payment date. The bank may provide you with a scheduled arrival date of these payment, but we won't provide credit until we have received and processed the payments.

Due to circumstances beyond the control of the City, particularly delays in handling and posting payments by banks or financial institutions and mailing time, some transactions may take longer to be credited to the customer's City of Huntington Beach account. Some payments may take as long as 10 days to reach us from your bank

It is the customer's sole responsibility to provide the correct payment information to the bank or financial institution on their behalf. The City is not responsible for payments received from unintended banks or financial institutions due to the input of incorrect information by the customer, nor shall the Department be responsible for verification of the identity of the customers. Additionally, payment intended for other bills or payment for incorrect amounts can be returned at the customer request and at customer expense. The City does not control how long a payment takes to be credited back to a customer's account once a return has been processed by us. There is a charge for these credits.

The City will use its best efforts to post all payments properly. However, the City shall incur no liability and service guarantee if the bank or financial institution is unable to complete any payments initiated by the customer because of the existence of unforeseen circumstances experienced by the bank. Payments that do not contain complete account information may be rejected. This may cause the customer to incur a late fee if a valid payment is not received from the customer by the due date on the Statement.

Any dispute that may arise between the customer and the bank or financial institution relating to a payment made, or any other aspect of a transaction between the customer and the bank or financial institution, is not the responsibility of the City. The City makes no guarantees regarding payments paid for via the bank or financial institution. The customer acknowledges that the City does not ensure the quality, safety or legality of any payments transacted through the bank or financial institution. The customer agrees to hold the City harmless for any loss or expense incurred as a result of such payments or disputes.