PAYMENT PAD Refund Form

(For Direct Banking / Bill Payment)

**Tenant Instructions:**

1. Contact your financial institution to initiate an **Online Bill Pay Payment Recall**
2. Have your financial institution fax a **Funds Transfer/Refund Request form** to 1-888-522-4888
3. If your financial institution can send refund requests forms via email, please send the form via email to [**finance@propertyvista.com**](mailto:finance@propertyvista.com)-- with the subject line of

"***REFUND REQUEST: "Last name, First Name, Payment Date***"

1. Please fill out all of the following information and return to your property manager

**CASE # (Financial Institution provides this)**

|  |  |
| --- | --- |
| Tenant Full Name |  |
| Date of Payment |  |
| Amount Paid |  |
| Financial Institution |  |
| Bank Rep Contact Name |  |
| Bank Rep Contact Number |  |
| Bank Rep Contact Email |  |

This process can take 5-20 business days depending on the financial institution. Payment Pad Charges a $25 processing fee for these cases to the account in question to the tenant.

For more information:

<https://propertyvista.zendesk.com/hc/en-us/articles/115007840467-Payment-Pad-Direct-Banking-Errors-and-Refunds>