

New Convenient Pre-Authorized Payment

WHAT IS THE PRE-AUTHORIZED PAYMENT PLAN?

The *Pre-Authorized Payment Plan* is a convenient free service offered to all clients who owe Legal Aid Ontario money for legal services provided. You can have your monthly payment to Legal Aid Ontario automatically deducted from your bank account each month on a date you choose.

HOW DOES IT WORK?

By signing this form, you are allowing Legal Aid Ontario to withdraw your payment directly from your bank account. *Pre-authorized Payment* ensures that your account is always paid on time and it saves you the hassle of writing cheques or going to an area office to make to your payment.

To sign-up for this convenient plan, simply:

- complete the attached authorization form and remember to include your monthly payment amount and your payment date;
- attach a copy of a void cheque from the account that you intend to have deductions taken from; and,
- return it in the enclosed envelope.

We need to receive your signed *Pre-Authorized Payment Plan* form 30 days before your withdrawals are to begin. If you have a payment due within the next 30 days, please make your payment at your local Legal Aid office and you can submit the form at that time.

Legal Aid will notify you on your statement when your account has been switched to the *Pre-Authorized Payment Plan*.



CANCELLATION

Either you or Legal Aid can cancel this agreement in writing with at least 30 days notice.

If you cancel your *Pre-Authorized Payment*, you will still have to pay your outstanding debt to Legal Aid.

TO DISPUTE A WITHDRAWAL

You can dispute any withdrawal from your bank account that you think is wrong if: the payment was not withdrawn with your authorization wishes; or, the authorization has been cancelled; or, a pre-notification, if any, was not given.

To be reimbursed for the disputed amount, you must contact your bank within 90 days after the date the payment was debited from your bank account. You will have to sign a declaration (available from your bank) explaining that one of the above situations took place. After the 90 day period, you must contact LAO directly to dispute the withdrawal.

Terms and Conditions

- Make sure that the information on the authorization form is correct.
- Make sure that your bank account has enough money to cover payments.
- This authorization will remain in effect until cancelled (in writing) either by you or by Legal Aid Ontario or until the amount owing Legal Aid Ontario is paid in full.
- All payments will be withdrawn in Canadian funds and from Canadian approved banks only.
- To make any changes to your *Pre-Authorized Plan* such as your monthly payment amount, the dates of the withdrawals or even your address, you must let Legal Aid Ontario know in writing at least 30 days before your next payment is due.
- You can fax your information and include your Client Number, to Client Account Services at 416-979-8869 or by mail to Legal Aid Ontario, Client Account Services, 20 Dundas Street West, Suite 730, Toronto, ON M5G 2H1.
- You agree to allow Legal Aid to provide any personal information in this authorization to the financial institution, as long as it directly relates to and, is necessary for the proper application of this authorization.
- By providing Legal Aid with this signed authorization, you are also providing this information to the financial institution on the form.

For more information about Legal Aid Ontario's *Pre-Authorized Payment Plan*, please call Client Account Services at 1-800-668-8258.

PRE-AUTHORIZED PAYMENT PLAN—AUTHORIZATION AGREEMENT

Instructions Please complete Client and Payment Information section in order to instruct your financial institution to make payments directly from your account;

1. Please sign and date the form in the space provided;
2. Return the completed form with a personalized blank cheque marked "VOID" to Legal Aid Ontario at the address noted below or to your local Legal Aid office;
3. If you have questions, please write to: Client Account Services, Legal Aid Ontario at 20 Dundas Street West, Suite 730, Toronto, ON M5G 2H1 or call 1-800-668-8258 or contact your local Legal Aid office for further assistance.

CLIENT INFORMATION (PLEASE TYPE OR PRINT THE NAME OF THE PERSON PAYING THIS AGREEMENT)

Name of person paying _____ Telephone (_____) _____
 Address _____
 City/T own _____ Province _____ Postal Code _____
 Client Name _____ Client number _____
 Signature _____ Date _____

PAYMENT INFORMATION

Monthly withdrawn \$ _____ Day of month: (please circle one) 5th, 10th, 15th, 20th, 25th or month end 30th/31st.

CLIENT FINANCIAL INSTITUTION/ BANKING INFORMATION (FOR PROVINCIAL OFFICE USE ONLY)

Name of Financial Institution _____
 Branch _____
 Branch Address _____
 City/Province _____
 Postal Code _____
 Branch _____
 Institution _____
 Account _____

