

Autopay Service Fee Decline



What you need to know

What does this mean?

Your scheduled Autopay payment was submitted successfully for the bill amount. However, the separate service fee transaction was declined. Therefore, it was voided.

Why did this happen?

This can occur for a few common reasons:

- Your bank flagged the service fee as a potential fraud attempt because it is processed as a second, separate transaction.
- There were sufficient funds to cover the base amount, there were insufficient funds available to cover the service fee amount.
- Security or transaction settings with your bank blocked the charge.

What should you do next?

- Check your email or phone for any fraud or security alerts from your bank and respond if needed.
- Confirm that sufficient funds are available in your account.
- Contact your bank to ensure the second charge for the service fee transaction is not being blocked.

If you have any questions or need assistance, please contact our office and we'll be happy to help.

Customer Support:

888-617-1811

help@paystar.io

Chat: www.paystar.io