



**MAIN BRANCH**  
 2500 North State Street  
 Jackson, MS 39216  
 Phone: (800) 643-1567  
 Fax: (601) 984-1953

**OLE MISS BRANCH**  
 P. O. Box 726  
 University, MS 38677  
 Phone: (662) 915-7661  
 Fax: (662) 915-7633

**OXFORD BRANCH**  
 1101 Jackson Ave. West  
 Oxford, MS 38655  
 Phone: (662) 236-9099  
 Fax: (662) 236-9455

## Cancel Bill Pay Service

By signing below, I certify that I wish to cancel the bill pay service for account \_\_\_\_\_ which I currently have with Mississippi Federal Credit Union. I am aware that once my account is deactivated, I will lose all payment history retrieval capability on this account.

\_\_\_\_\_  
 Signature

\_\_\_\_\_  
 Date

### PLEASE COMPLETE THE SURVEY BELOW:

This short survey is designed to provide us with feedback as to why our members do not wish these services. All payments previously scheduled by you will be stopped when your bill pay subscription is cancelled.

- |  |                              |                             |
|--|------------------------------|-----------------------------|
| Did you close your account with MSFCU?                   | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Is your account in poor standing?                        | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Did you experience poor customer service?                | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Did you experience payment issues?                       | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Did you experience technical or computer issues?         | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Were you unhappy with the fees associated with bill pay? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Did the service meet your expectations?                  | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

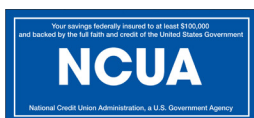
Other comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**FOR MSFCU USE ONLY:**

Bill pay service for \_\_\_\_\_, account \_\_\_\_\_, was deactivated by

\_\_\_\_\_  
 MSFCU Employee Signature

\_\_\_\_\_  
 Date



Revised:  
 June 2008