



Mutual Aid Ambulance Service, Inc.

P.O. Box 350 / 561-563 West Otterman Street
Greensburg, PA 15601
Phone: (724) 837-6134 Fax: (724) 834-2810
www.mutual-aid.com

Non-Sufficient Funds/Return Check Policy:

This policy applies to all customers paying bills for services furnished by Mutual Aid Ambulance Service (MAAS) including, but not limited to, ambulance transportation, vehicle maintenance, education, special events, blood draw, and or any other service offered by this Organization. MAAS accepts checks and online ACH payments for bills, services, and other fees. If checks or ACH payments are returned unpaid by the issuing bank, MAAS will charge a \$25.00 fee for each occurrence. MAAS will charge \$25.00 when a bank does not honor a check or when an ACH payment is rejected by the issuing bank. Checks returned for non-sufficient funds or rejected ACH payments must be paid and processed within two (2) working days after the customer has been notified of the returned check or ACH payment. Payment for the rejected amount must be in the form of a money order, certified/cashier's check, or cash. If a customer submits a check that is returned and/or an ACH payment that cannot be processed, online payment access will be restricted and all future payments must be made in the in the form of money orders, certified/cashier's checks, or cash.

Late Fee Policy:

This policy applies to all customers that have invoices for services furnished by Mutual Aid Ambulance Service, (MAAS) including, but not limited to, vehicle maintenance, education, special events, blood draw, and or any other service offered by this organization. MAAS will assess a late charge or penalty on any overdue balance, of \$5 or 1.5% late penalty per month, whichever is greater. The interest rate, when annualized, may not exceed 18% simple interest annum. All invoices are net 30 unless otherwise specified by an alternative contract. MAAS may make exceptions for reasonable hardships that are approved.

Bad Debt Policy:

Bad Debt Policy Customers have ninety (90) days from the date of issue to pay a final invoice. If payment is not made, no future business will be conducted until the balance is brought to a paid status. Unless acceptable payment arrangements are made in lieu of full payment within ninety (90) days, the debt will be transferred to an outside collection agency, or further legal action may be taken. Once an account is transferred to collections, MAAS can no longer accept payment nor make payment arrangements for the bad debt. All customer correspondence should be directed to the outside collection agency.

Non-Refundable Deposit:

This policy applies to all customers requesting services furnished by Mutual Aid Ambulance Service (MAAS) including, but not limited to, special event and education services. There will be a \$75 non-refundable deposit due at the time services are requested. The deposit will be deducted from the total cost of the service provided. Failure to make a deposit will result in cancellation of the service requested. If the service requested is cancelled for any reason this fee can NOT be transferred or applied to another date and/or time.