

How to Initiate a Stop Payment

If you wish to place a stop payment, it is important to act quickly. Using Digital Banking you can place a Stop Payment on a check before it is processed through your account. Please note that stop payments are not permissible on already paid items, contact your local branch for more information.

01 Navigate to Stop Payments

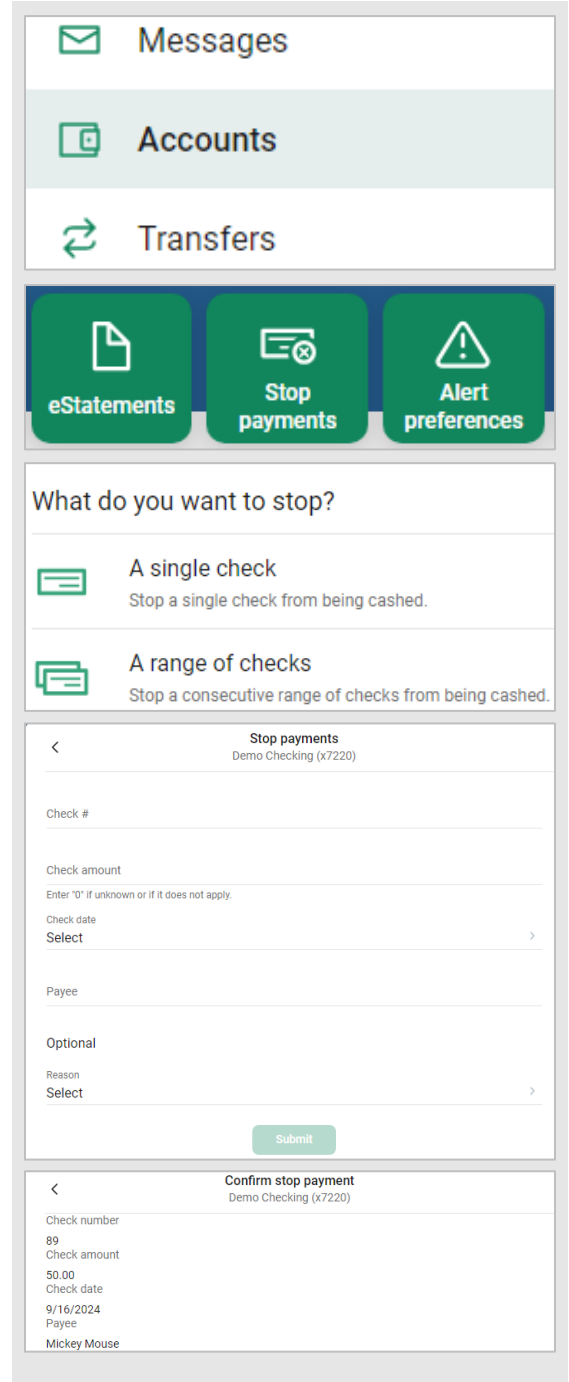
- From the left navigation menu, on your main dashboard, click **Accounts**
- Under your Accounts list, select the account that the check was written from
- On the right-hand side of the Transactions list, locate all your available tiles, click the **Stop payments** tile

02 Choose Stop Payment Type

- On the Stop Payments page, the **“What do you want to Stop?”** pop-up will give you two options:
 - **A single check** - Stop a single check from being cashed
 - **A range of checks** - Stop a consecutive range of checks being cashed.
 - Please note: If you had already placed a Stop Payment, you will need to click **+add another stop payment**

03 Complete Stop Payment

- Enter the following criteria of the check(s) that you are requesting a Stop Payment for:
 - **Check Number** – number on upper right-hand corner of the check
 - **Check Amount** – amount written on the check
 - **Check Date** – date written on the check
 - **Payee** – the name written on “Pay to the Order Of”
 - **Reason (Optional)** – Why are you placing the stop payment? i.e., Lost, Stolen, Destroyed, Not Endorsed, Disputed, Stopped/Canceled, or Other.
- Click **Submit**
- Verify and confirm Stop Payment details, fees, and disclosures, click **Confirm**



The screenshot displays the digital banking interface for initiating a stop payment. At the top, there are navigation options: Messages, Accounts, and Transfers. Below these are three action tiles: eStatements, Stop payments (highlighted), and Alert preferences. The 'What do you want to stop?' section offers two choices: 'A single check' (Stop a single check from being cashed.) and 'A range of checks' (Stop a consecutive range of checks from being cashed.). The 'Stop payments' form for 'Demo Checking (x7220)' includes fields for Check #, Check amount (with a note to enter '0' if unknown), Check date (with a 'Select' dropdown), Payee, and an Optional Reason (with a 'Select' dropdown). A 'Submit' button is located at the bottom of the form. Below the form, a 'Confirm stop payment' summary for 'Demo Checking (x7220)' lists the details: Check number 89, Check amount 50.00, Check date 9/16/2024, Payee Mickey Mouse.