

Place a Stop Payment on a check in Online Banking

Please Note: The online stop payment process is only available for stop payment on checks.

Payments made by ACH or through Bill Pay cannot be stopped with this method. Please contact us directly at 888-897-2276 for stop payments on Debit Card transactions, Bill Pay checks, a series of checks, drafts, ACH, to revoke authorization, and to release stop payments.

Log on to Online Banking

Select the applicable checking account that you wish to place a stop payment from either the **Accounts** drop down box or from the **My Accounts** section.

The screenshot shows the Heartland Bank online banking interface. At the top, there is a navigation bar with icons for Accounts, Bill Pay, eStatements, Open an Account, Funds Tracker, Options, and Credit Card. Below this is a secondary navigation bar with My Online Banking, Accounts, Transactions, Transfers, and Info. A dropdown menu for Accounts is open, showing Intl Cks 0001, Intl Cks 0002, and CreditCd 0003. A blue box highlights the Accounts dropdown, and a blue arrow points from it to the My Accounts table below. The My Accounts table has columns for Name, Balance, and View. It lists three accounts: CreditCd 0003 (Balance \$0.00), Intl Cks 0002 (Balance \$23.20), and Intl Cks 0001 (Balance \$11.27). A blue box highlights the Intl Cks 0002 and Intl Cks 0001 rows. On the right side, there is a Welcome message for Lori L Melville and a Last Login timestamp of 01/09/2020 - 01:15:34 PM.

Select **Stop Payment**

The screenshot shows the Heartland Bank online banking interface with the Stop Payment tab selected. The navigation bar at the top is the same as in the previous screenshot. The secondary navigation bar now has Stop Payment highlighted with a blue box. Below the navigation bar, there are buttons for Current, Download, and Search.

The **New Stop Payment** tab will default.

Review the Stop Payment disclosure:

Heartland Bank Online Stop Payment Request Disclosure: Before placing a stop payment, please verify that the check has not already cleared your account. You may do this by checking your account history through Heartland Bank Online, contacting our Service Center at 888-897-2276, or by contacting your local office. Placing a stop payment will have no effect on a check that has already cleared your account.

The online stop payment process is only available for check stop payments.

Payments made by ACH or through Bill Pay cannot be stopped with this method. Please contact us directly for stop payments on Debit Card transactions, Bill Pay checks, a series of checks, drafts, ACH, to revoke authorization, and to release stop payments. The Heartland Bank Online Stop Payment Request must be transmitted by 6 p.m. Central Standard Time (CST) to be processed on the same business day. Requests transmitted after 6 p.m. will be memo-posted and processed the next business day. The Online Stop Payment Request must be complete and exact.

A stop payment processing fee of \$32.00 per check will be assessed to your checking account. You and Heartland Bank agree to abide by the rules and regulations as established by the Uniform Commercial Code or other laws governing stop payment orders.

The stop payment will remain active for a six-month period. If you wish to release a stop payment, you must contact us directly. If you wish to extend the stop payment for an additional six-month period, you may do so by submitting a new Stop Payment Request. A new stop payment fee will be assessed. Please print the stop payment confirmation screens for your records.

Enter the required fields:

Add Stop Payments for Account (multiple accounts listed in drop down box)

Check Date

Check Number

Amount

Payee

Remarks are optional

Select **Submit**

New Stop Payment ? Enter Review Finish

* Indicates Required Field

Add Stop Payments for Account: Intl Cks 0002

Check Date: 12/03/2019

* Check Number: 123456

* Amount: \$0.01

* Payee: John Doe

Remarks: Never received check in the mail

Remarks2: (optional)

Remarks3: (optional)

Remarks4: (optional)

Remarks5: (optional)

Submit Cancel

Review the Stop Payment information, then select **Confirm**

To make changes to your entry select **Edit**

New Stop Payment ? Enter Review Finish

Add Stop Payment for Account: Intl Cks 0002
 Check Date: 12/03/2019
 Check Number: 123456
 Amount: 0.01
 Payee: John Doe
 Remarks: Never received check in the mail

Final confirmation displays indicating the stop payment has been placed. If the check has already cleared your account or if a stop payment exists for the item, a message displays stating that the stop could not be placed. Print the Stop Payment confirmation for your records.

Information Message: Your request has been submitted.

New Stop Payment ? Enter Review Finish

01/09/2020 15:44 PM Central Time

Name: Lori L Melville
 Heartland Bank Online ID: 923600147236
 Account Name: Intl Cks 0002
 Account Number: 000000051162949
 Check Date: 12/03/2019
 Check Number: 123456
 Amount: 0.01
 Payee: John Doe
 Remarks: Never received check in the mail

To view Current Stop Payment(s) select **Stop Payment** → select **Current**

Accounts | Bill Pay | eStatements | Open an Account | Funds Tracker | Options | Credit Card

My Online Banking | Accounts | Transactions | Transfers | **Stop Payment** | Statements | Info

New Stop Payment | **Current**

401 N. Hershey Road, P.O. Box 67, Bloomington, IL 61702-0067

Customer Care available at (309) 662-4444 or Toll Free (888) 897-2276, Monday - Friday 7:00 a.m. to 9:00 p.m., Saturday 8:00 a.m. to 5:00 p.m. and Sunday 12:00 p.m. to 5:00 p.m.

Bill Pay Support (877) 547-1710, 6:30 a.m. to 1:00 a.m., Monday - Friday (Closed Federal Reserve Holidays)

Issued Stop Payments ?

View Stop Payments for: Intl Cks 0002

Account	Check Number	Amount	Payee	Issue Date	
Intl Cks 0002	123456	0.01	John Doe	12/03/2019	View

Select **View** → a pop up will provide the Stop Payment details

Stop Payment Details



Stop Payment for Account: Intl Cks 0002

Check Date: 12/03/2019

Check Number: 123456

Amount: 0.01

Stop Payment Date/Time: 1/9/2020 3:44:22 PM

Expiration Date: 07/09/2020

Payee: John Doe

Remark: Never received check in the mail

0002