

Creating a stop payment request

You can request a stop payment* on one or more checks. A stop payment request does not guarantee that the check(s) will be stopped. The item may have already been processed and posted to your account.

Note: Only users with the right to create stop payment requests can initiate them. This is only for paper checks. To stop an automatic withdrawal (ACH), contact us at 407.277.5045.

To create a stop payment request

1. In the navigation menu, click or tap **Additional Services > Stop Payment**. The Stop Payment page appears.
2. On the Request Type tab, click or tap one of the following:
 - **Single Check**
 - **Multiple Checks**
3. On the Account tab, click or tap the appropriate account.
4. Enter the check information.
 - If you selected Single Check, enter the following:
 - **Check Number**, then click or tap **Save**.
 - **Do not enter an amount for the stop payment.**
 - If you selected Multiple Check, enter the following:
 - **Starting Check Number**, then click or tap **Save**.
 - **Ending Check Number**, then click or tap **Save**.
5. Click or tap **Send Request** to complete the stop payment action.
6. Do one of the following:
 - Click or tap **Close** to return to the Stop Payment page.
 - Click or tap **View in Online Activity Center**.

*Service charge may apply.