

## Bill Payment Support

**For Bill Payment Support please determine the nature of your inquiry and direct your question or issue to the appropriate area:**

Questions or issues regarding payment processing:

Call us at **1-877-TRUMARK (1-877-878-6275)** - Monday to Friday 8:00am to 7:00pm ET & Saturday 9:00am to 1:00pm ET or email us at [memberservices@trumark.org](mailto:memberservices@trumark.org)

Examples of payment issues:

- Proof of payment. If a merchant requires verification that a payment has been made.
- Stop payment requests.
- Any transaction that returns a confirmation indicating an unsuccessful status.

**Note: To ensure the fastest response time and to avoid delays in processing please provide complete and detailed information when using the email option.**

Required information for proof of payment is :

**Payee Name**

**Amount**

**Date of transaction**

**Day time phone number**

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### **Questions or issues regarding technical use of Bill Payment or your account:**

Contact us at **1-877-TRUMARK (1-877-878-6275)** - Monday to Friday 8:00am to 8:00pm ET & Saturday and Sunday 9:00am to 1:00pm ET.

Examples of technical issues:

- Questions on how to use the Bill Payment system.
- Questions about Bill Payment terms and conditions such as service fee.
- Questions on how to close your Bill Payment account.