**KIRBYVILLE HOUSING AUTHORITY**

**Card Payment Policy**

Kirbyville Housing Authority (KHA) accepts major credit and debit cards with the following conditions:

1. Cards may be accepted in person or by phone.
2. If payor’s name and cardholder’s name do not match (or is not recognized by staff member as a pre-approved payment arrangement), payor must provide photo I.D. with name, and address, and must record this information in a logbook, along with phone number.
3. Staff member must next inform payor that a 2.5% surcharge will be added to the amount owed, to cover KHAs processing fees and costs.
4. For phone transactions, payor must provide card type, name on card, card number, expiration date and security code.
5. Staff member will confirm to the payor whether the transaction is completed successfully, and will provide the payor will a signed receipt (if payor makes payment in person).
6. If first transaction attempt is unsuccessful, staff will make up to three (3) additional attempts to process the payment using the same card, other cards, or a combination thereof. If no transaction attempts are successful, payor will be required to pay by check or money order (or cash, if payment is not associated with rent or related charges).