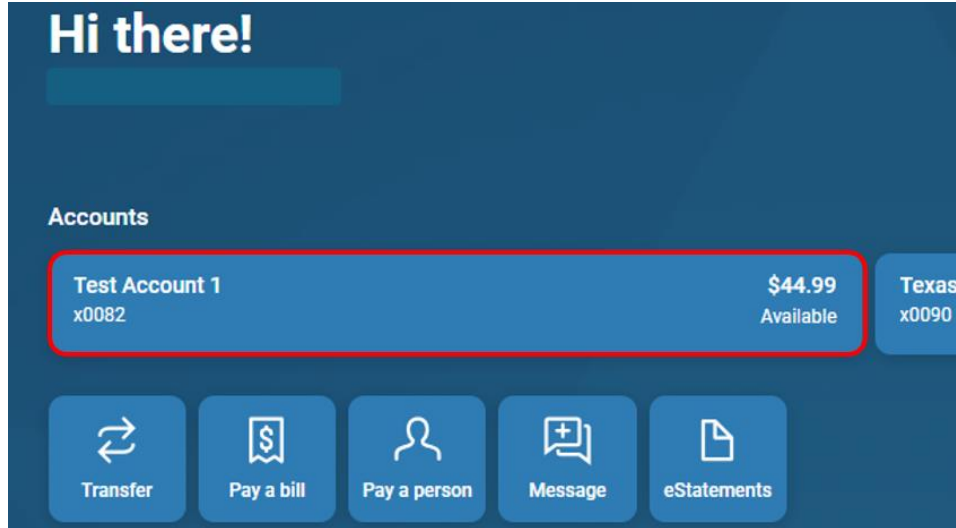


How to Place a Stop Payment Online

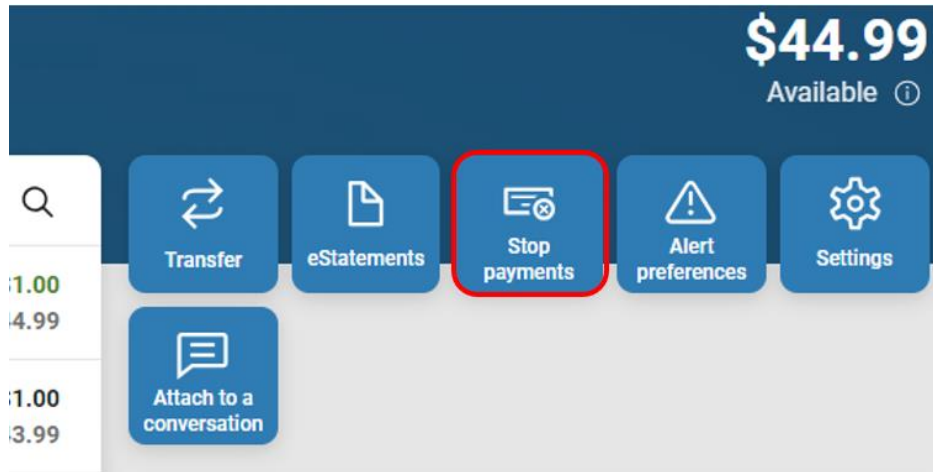
The following information describes how to place a stop payment on a **check**. To place a stop payment for an ACH item, please visit your local branch or contact our Customer Service team.

Log into online banking at <https://my.texasgulfbank.com/login>

Click on the **account tile** that the check was written from.



Click on the **Stop payments** tile.



To add a new Stop payment, click on the + in the right corner or the + **Stop Payment** in the middle of the screen.

< Stop payments
Test Account 1 (x0082) +

⊗

Stop a payment on a single check or a range of consecutive checks

+ Stop a payment

Select **A single check** if there is only one item to place a Stop payment on.

< Stop payments
Test Account 1 (x0082)

What do you want to stop?

⊗ A single check
Stop a single check from being cashed. >

⊗ A range of checks
Stop a consecutive range of checks from being cashed. >

Fill in the required information, then click on **Select Reason** to advance to the next screen.

< Stop payments
Test Account 1 (x0082)

Check #

Check amount
Enter "0" if unknown or if it does not apply.

Check date
Select >

Payee

Reason
Select >

Submit

Select the reason for Stop payment.

< Stop payments
Test Account 1 (x0082)

Lost

Stolen

Destroyed

Not endorsed

Certified

Disputed

Returned merchandise

Stopped/canceled service

Other

You will be taken back to the Stop payments screen. Click **Submit** to complete the Stop payment.

< Stop payments
Test Account 1 (x0082)

Check #

Check amount

Enter "0" if unknown or if it does not apply.

Check date

Select >

Payee

Reason

Lost >


Submit


If "Other" is selected for the reason of the Stop payment, you will be prompted to enter the details before submitting

If there are multiple checks to place a Stop payment on, select **A range of checks** and utilize the process listed above.

< Stop payments
Test Account 1 (x0082)

What do you want to stop?

 A single check >
Stop a single check from being cashed.

 A range of checks >
Stop a consecutive range of checks from being cashed.

A range of checks is commonly used when a book or box of checks has been lost, stolen or destroyed