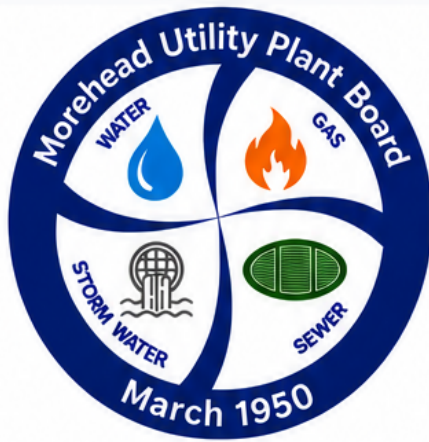




*A Huge Thank
You to All Our
MUPB Staff!*



Thank you for your hard work,
dedication, and patience
throughout the Muni-Link
conversion.

Your commitment to serving
our customers has made this
transition a success!



ENHANCED SECURITY

Stronger cybersecurity
measures protect
customer information
24/7.



REAL-TIME PAYMENTS

Payments process in
real time for accurate,
up-to-date account
information.



CUSTOMER SUPPORT

Our team is here daily
helping customers
through the transition
and beyond.



CLOUD-BASED TECHNOLOGY

No local servers. Secure,
reliable, and accessible
from anywhere,
anytime.

BENEFITS TO MUPB

- ✓ Cloud-based software (no local server storing customer data)
- ✓ Real-time payment processing
- ✓ Enhanced cybersecurity and data protection
- ✓ Automatic software updates
- ✓ Improved disaster recovery and system reliability
- ✓ Faster customer account lookup
- ✓ Improved reporting capabilities
- ✓ Better audit trails
- ✓ Customer self-service portal
- ✓ Mobile-friendly online payments
- ✓ Electronic notifications
- ✓ Reduced dependence on office visits

Q & A – CUSTOMER QUESTIONS

- Q** Why did MUPB change how payments are processed?
A We transitioned to Muni-Link to provide more security, real-time processing, and a better overall customer experience.
- Q** Why is there a credit card processing fee?
A The fee is charged by our third-party payment processor, PayStar, not by MUPB. It helps cover the cost of secure transaction processing and fraud protection.
- Q** What is the ACH/Bank Draft fee?
A The ACH/Bank Draft (eCheck) fee is **\$1.95**.
- Q** How much is the credit/debit card fee?
A
- \$0-50 = \$1.95
 - \$50.01-100 = \$2.75
 - \$100.01+ = 2.75%
- Q** Can I still pay without a fee?
A Yes! You can pay without a fee. **Cash or check** payments made in our office or in the night deposit box are free of charge.
- Q** What is my CID number and where do I find it?
A Your CID (Customer Identification) Number is a unique number assigned to your account. Our staff can help you locate it or find it on your bill.
- Q** Why did my account number change (". " to "-")?
A The account number format has been updated. **It went from a dot to a dash** to improve processing, reduce errors, and increase system efficiency.
- Q** Do I need to register for the customer portal again?
A Yes. All customers need to register in the new Muni-Link customer portal. Our team is happy to help!
- Q** Who can I contact for help?
A Our team is here for you! Visit mupb.com, call us, or stop by our office and we'll be glad to assist.



Directing customers
to MUPB.com for
account access and
resources



Helping customers
locate and use their
Customer Identification
(CID) Number



CUSTOMER ASSISTANCE HIGHLIGHTS

Explaining the updated
account number format
dot to dash



Walking customers
through online
payment options



Helping customers
enroll in AutoPay and
paperless billing



Answering questions
regarding PayStar, our
secure payment
processor

*What's
Next?*



Promote customer
portal registration



Encourage
paperless billing



Assist customers with
AutoPay enrollment



Provide education on
new payment methods

