

Sound Waves Payee

Services Agreement

I, _____, hereby authorize **Sound Waves Payee** to act as my Representative Payee and is given permission to obtain and exchange information with individuals and/or organizations as it pertains to my finances.

-Sound Waves Payee will make decisions on my behalf regarding disbursement of my income.

-Bills will be given to **Sound Waves Payee** for payment unless otherwise specified.

-Mail received at **Sound Waves Payee** addressed to me will be opened and handled accordingly.

Fee: Sound Waves Payee will charge a monthly fee as set by SSA.

POLICIES

- 1) Payee will treat clients with respect and asks for the same from clients.
- 2) Payee will manage Social Security funds ethically and accurately following guidelines set by the Social Security Administration. Clients may ask for a **transaction history**.
- 3) Payee reserves the right to **discontinue services** if: the client is exhibiting threatening or abusive language or behavior, there is an extended period of no contact with the client, or payee services are no longer of benefit to the client. If a client wants to change payees, they will need to speak with SSA.
- 4) **Disbursement methods** include: mailed checks, direct deposit to a bank account or similar service, or a prepaid debit card issued by the payee. *See disbursement methods sheet for more information.*
- 5) It takes up to two business days to process an **unscheduled money request**, and these will be handled at the Payee's discretion based on remaining funds and previous discussions with the client.
- 6) Disbursements that are scheduled for holidays or weekends will be disbursed on the closest business day before the holiday or weekend. Sound Waves Payee operates during normal banking hours.
- 7) Paying rent, bills, and meeting basic needs takes priority over paying off **debts**. However, the payee can work out an arrangement with debtors to start a payment plan as long as the client is still receiving disbursements and having current bills paid.
- 8) **Important:** Sound Waves Payee cannot guarantee **same day transfers**. Most disbursements to debit cards and bank accounts are made the previous business day and will post by 9am the business day after the deposit is made.

Signature: _____ Date: _____

MISSION STATEMENT

Sound Waves Payee is a non-profit organization which provides representative payee services to individuals receiving Social Security benefits. Additionally, Sound Waves Payee strives to work closely with service providers to ensure support and consistency for each client.