

WHY DOES MY ACCOUNT HAVE A HOLD ON IT WHEN I PAY-AT-THE-PUMP FOR GASOLINE?

Pay-at-the-pump transactions are “open ended” transactions. This means that the final amount that the merchant will charge is unknown at the time that the card is accepted. There is no way for the merchant to know how much gas you will buy beforehand, so some merchants put a hold for a certain amount on your account for these types of transactions.

The amount of the hold, if any, is up to the merchant. The financial institution does not have any control over what is being put on hold or any way to release the hold until the transaction actually processes.

A way to prevent the hold from being put on your account is to pay inside rather than pay-at-the-pump. You can also ask the merchant if they put a hold on the account for pay-at-the-pump and, if so, how much it will be. More and more merchants are beginning to do this in order to guarantee payment for the gasoline.

Please take steps to prevent a hold on your account that may be more than the actual balance in the account; this will help limit the number of NSF fees on your account.

