

Department of Health Services
Emergency Medical Services Agency
Emergency Medical Technician Certification Fee Online Payment Program
TERMS OF PAYMENT

PLEASE READ THESE TERMS OF PAYMENTS CAREFULLY. IT CONTAINS VERY IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND OBLIGATIONS, AS WELL AS LIMITATIONS AND EXCLUSIONS THAT MAY APPLY TO YOU.

Conditions of Payment

These Terms of Payment set forth the terms of the Internet/online payment service ("ePay") offered to you by the County of Los Angeles, Department of Health Services – Emergency Medical Services (EMS) Agency ("EMS", "we", "us", "our", or "ourselves") with respect to your payment on EMS's website ("Site"). EMS will not accept payments through this Site from any party/individual who is not an authorized user of the credit/debit card or eCheck utilized for the payment of the fees. By submitting a payment through this Site, you certify that you meet these and all other requirements set forth in these Terms of Payment. Capitalized terms used in these Terms of Payment shall have the meanings given to such term in the Terms of Use and/or Privacy & Security Notice, as applicable.

Credit/Debit Card Payment & Convenience Fee

Credit/debit card payments are limited to cards with the Visa, MasterCard, Discover, and American Express logos. Please note there will be a convenience fee for using a credit/debit card in the amount of 2.25% of the payment amount per card transaction. The convenience fee will be payable to the third-party service provider for any credit/debit card payment you make using this Site, and said convenience fee will be disclosed to you prior to completion of such payment. The convenience fee payment is a condition of making payment with your credit/debit card when using this Site. **THIS CONVENIENCE FEE IS ONLY REFUNDABLE IF THE ENTIRE PAYMENT IS REFUNDED.** Your monthly card statement will reflect the service fee and your payment amount, in its entirety, as one payment. The total payment will be labeled as "EMT Certification Fees".

eCheck Payment & Convenience Fee

eCheck payments are limited to U.S. business/corporate or personal checking accounts drawn on U.S. based financial institutions. Please note there will be a convenience fee for paying by eChecks in the amount of \$0.95 cents per eCheck transaction. The convenience fee will be payable to the third-party service provider for any eCheck payment you make using this Site, and said convenience fee will be disclosed to you prior to completion of such payment. The convenience fee payment is a condition of making payment with eCheck when using this Site. **THIS CONVENIENCE FEE IS ONLY REFUNDABLE IF THE ENTIRE PAYMENT IS REFUNDED.** The convenience fee and your payment, in its entirety, will appear on your billing statement as one payment and will be labeled "EMT Certification Fees".

Other Payment Methods

Please note, that in addition to payment through this Site, you can also make your payment in person or by mail at:

EMS Agency
10100 Pioneer Blvd.
Santa Fe Springs CA, 90670

Payment Date

Your payment is deemed received after all of the following occurs: (1) you select the "SUBMIT" button for your payment, (2) we confirm the transaction, and (3) we provide you with a confirmation number via email.

Transaction Receipt

A payment is not deemed made until we provide you with an online confirmation number for such payment. You can email, download, or print a copy of the receipt page with your confirmation number for your records. In addition, you will receive an email confirmation of your payment if an email address has been provided. It is recommended that you check your email SPAM folder for our email. You can add the donotreply@fisgov.com domain name to your Safe Senders List to ensure that you continue to receive our email in the future. We also recommend that you keep this confirmation number available for reference to assist EMS personnel should you have questions related to your online payment.

Your Representations

In addition to the representations in the Terms of Use, you represent to us that: (1) the information you provide in connection with this ePay service will be accurate; (2) you have the right to authorize us to obtain payment from the account designated in your instruction; and (3) no other person's authorization or action is needed to approve our creation and processing of the payment against your designated account.

Electronic Communications

Any notice or other type of information that is provided to you in connection with the ePay service, such as these Terms of Payment, the Terms of Use, Privacy & Security Notice, payment confirmations, amendments, and other payment information ("Communications"), may be sent to you electronically (i.e., by posting the information at this Site or by sending it to your email address). We will not be obligated to provide any Communications to you in paper form. If you do not agree to receive electronic Communications, you agree not to use the ePay service and should select the "CANCEL" button now.

Minimum System Requirements

In order to use the ePay service, you will need a working connection to the Internet from a personal computer device. The ePay service may not function properly when using Web-enabled television, cellular telephone, or other similar connections. Your Internet browser must support the Secure Sockets Layer (SSL), 128-bit encryption protocol. Mozilla Firefox 2.X or higher and Microsoft Internet Explorer 5.X or higher will support this feature. You will also need either a printer connected to your computer to print Communications or sufficient hard drive space available to save the information. You must have your own Internet service provider (ISP), as we do not support and/or provide an ISP service.

Disclaimers Limitation of Liability

We offer the ePay service as a courtesy only. In addition to the disclaimer of warranties included in the Terms of Use, we assume no obligation to ensure that it is available for your use. There may be times when the ePay service is unavailable due to system maintenance, outages, or unavailability of Internet services.

In addition to the limitation of liability included in the Terms of Use, you agree that neither EMS nor the County of Los Angeles shall be subject to any liability related to the payment of fees for services using the ePay Service, including any amount of damages above the aggregate dollar amount paid by you for such services under these Terms of Payment.

Amendments/Termination

We reserve the right to amend (e.g., add to, delete, or change) these Terms of Payment and/or the ePay service, and we may terminate your use of this ePay service at any time, without cause or prior notice.

Entire Agreement

These Terms of Payment, together with the Terms of Use and the Privacy & Security Notice, constitute the entire agreement between EMS and you with respect to the ePay service.

No change to your payment can be made once it has been submitted. Please check the information for accuracy.

There will be a service fee of 2.25% added to your payment amount for each card transaction or a service fee of \$0.95 cents added to your invoice fee for each eCheck transaction.

Your monthly statement will reflect the service fee and your payment amount, in its entirety, as one payment. The total payment will be labeled as "EMS Certification Fees".

By checking "I agree that I have read fully and accept the above terms" and clicking the "CONTINUE" button, you are confirming that: (1) you agree to receive Communications electronically; (2) your computer system meets the requirements set forth above; (3) you are able to access, print and/or store information presented at this Site; and (4) you agree to Terms of Payment, together with the Privacy & Security Notice and Terms of Use found elsewhere at this Site.

Updated: December 3, 2018

- I agree that I have read fully and accept the above terms.
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