

NationsBank Sample Delinquency Calculation

Below is an example of how NationsBank will calculate delinquencies on government accounts:

An account bills on July 3

Customer receives copy of statement on EAGLS on July 3. Due date is August 3. If payment is not received by August 3 then on August 4 the account is past due. As required in the Statement of Work NationsBank must contact the cardholder on August 16 by a letter or telephone. This communication is 45 days from the date of invoice. However, collections may call the customer anytime after the August 4 date because the account is delinquent.

On August 26 (55 days from date of invoice) the customer will get a pre-suspension report sent to them indicating if they don't pay within 5 days their account will be suspended.

On September 1 (61 days from date of invoice) the account will be suspended and all transactions will be blocked till the account is paid in full and brought current.

If the account becomes 120+ days delinquent, NationsBank will assess a late fee. Currently, the amount and frequency of late fees have not been finalized.