

FOR IMMEDIATE RELEASE
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PRESS RELEASE

The City Of Berwyn Eliminates Online Payment “Convenience Fees”

The City of Berwyn will begin a pilot program in which online transactions through Berwyn’s website will no longer charge residents so-called “convenience fees.” Additionally, the City will finally accept all major credit cards for online payment to include Visa, MasterCard, Discover and American Express. The overdue move by the City, enacted to increase service delivery to residents and embrace a more proactive approach to government, will go into effect at the start of 2015.

“There is nothing ‘convenient’ about being charged more money than you owe. Mayor Lovero has challenged staff to identify areas where we can increase services to residents while mitigating expenses to the budget,” said Assistant City Administrator Evan K. Summers.

The City of Berwyn, which uses the State of Illinois’ e-Pay system to accept online payments, charges a nominal transition fee for each online payment received. Historically, the City of Berwyn has passed the fee onto users via a “convenience fee;” beginning January 2015 however, this fee will be absorbed by the City.

As an additional benefit to eliminating the transaction fee, the City of Berwyn will begin accepting Visa credit and debit card payments through the City’s website. Previously, Visa would not participate with payment recipients that charge separate fees for card purchases.

“Staff’s research has shown me that Visa has a nearly a 40% market share of the credit card market and 60% share of the debit card market. By allowing more of our residents to pay their vehicle sticker or their water bill online, hopefully I can save them money while reducing wait times at City Hall,” Mayor Lovero stated.

Mr. Summers added that the he anticipates the cost of the fees will be offset by an increase in the collection of outstanding bills.

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