



No Account Holds by Rutter's.

Occasionally, our customers make inquiries about charges that appear on on-line banking or voice response systems that are not equal to the amount of gasoline that was purchased. These amounts can range between \$25 and \$150. These are usually called "Pending Charges" or "Pre-Authorization Holds" by financial institutions. These charges are applied to the account by the customer's bank. Rutter's does not place these types of holds on a customer's account. Rutter's follows the guidelines laid out by the credit card companies, like Visa and MasterCard, by obtaining card validation information prior to turning on the gas pump. Each financial institution handles the request for card validations in a different manner. Some will "hold" funds for fuel purchases. The amount that each bank holds, as well as how long the hold lasts, varies depending on the banks. Your financial institution will be able to provide you with their policies, which are generally found in a document called "Deposit Account Agreement" or "Electronic Funds Transfer Agreement". If the question is related to a credit card amount, the document may be called a "Truth in Lending" or a "Credit Account Agreement".