

## SERVICE NOTICE

### **Disputing Payments Made by Credit Card, Cancelling Payments Made by eCheck, Check or Money Order**

To dispute a payment made to the Department of Buildings (DOB), including payments for filing fees and civil penalties a refund request application must be submitted via email to the appropriate borough office or unit.

#### **Civil Penalty Refunds**

The Department of Buildings dismissal of the DOB violation(s) is not a valid reason for disputing the payment made by credit card or cancelling payment on an e-Check, check, or money order for DOB civil penalties. DOB's civil penalties are not refundable unless the Office of Administrative Trials and Hearings (OATH) summons is dismissed by OATH. If a summons is dismissed by OATH, submit a completed [Refund Request Application \(RF1\)](#) form and supporting documents to obtain a refund of the DOB civil penalties.

Disputed credit card payments or cancelled eCheck, check, or money order payments for DOB administrative violations will be reverted to **ACTIVE** status on DOB's records.

#### **Cancel Payment**

Customers are advised not to submit a chargeback request to their credit card company or to execute a stop payment request with their bank. Submit a refund request application with supporting documentation by email to the Fiscal refund unit.

All returned payments that are not compliant with DOB's payment policy will result in the reversal of the original transaction(s) including but not limited to a **Hold Status** on the application or license, revocation of permit or approval or the reversal of the violation dismissal.

- Fiscal Refunds: [fiscalrefunds@buildings.nyc.gov](mailto:fiscalrefunds@buildings.nyc.gov)
- Refund Request Application: [RF1: Refund Request application](#)
- Refund Request Applications Instructions: [RF1 Instructions](#)

For questions or additional information, contact [cashreceipts@buildings.nyc.gov](mailto:cashreceipts@buildings.nyc.gov).