



Attention Residents IMPORTANT BILLING CHANGES

Dear Resident,

Effective immediately, please note the following important changes that are being made to the way your payments are accepted moving forward.

Change of Mailing Address for Payments

Please note our mailing address has changed for accepting payments made by paper check, money order, and through your bank's Online Bill Pay feature. If you choose to pay by check or money order, please mail your payments to the address below moving forward. If you pay through your bank's online Bill Pay feature, please log in to your online banking account and update the payee's address as listed below:

**Association Name
c/o FirstService Residential
P.O. Box 62044
Newark, NJ 07101-8060**

Please continue to make checks payable to the entity listed on your statement or coupon, include the remittance slip with your payments, and write the account number found on your statement or coupon in the notes section of your check or Online Bill Pay settings.

Manage & Pay Your Charges Online

If you aren't already taking advantage of this payment option, we request that you create an account with our provider, ClickPay, and make individual or automatic payments online by e-check (ACH) at no cost to you or by credit and debit card for a 2.95% fee.

www.ClickPay.com/FirstService

- ① Click Register and create your online profile with ClickPay
- ② Connect Your Home using the account number found on your coupon or statement
- ③ Set up Automatic Payments or click Pay Now to make one-time payments

Please set up your payments 3-5 business days prior to your "late date"

For help with your account or setting up payments online, please contact ClickPay through their online help center at www.ClickPay.com/GetHelp.

Thank you for your attention to this matter.

FirstService Residential



Homewoner Online Billing Support

FREQUENTLY ASKED QUESTIONS

HOW DO I REGISTER?

To register for online payments, please visit www.ClickPay.com/FirstService and click "Register". If you received an email from **ClickPay** or FirstService Residential regarding this new payment option, your account already exists and can be accessed by clicking the link provided to you.

HOW DO I ADD MY ACCOUNT?

After you create your profile, you will be required to link your home to your account using the unique account number found on your billing statement or coupons. If you haven't received your statement or coupon yet or do not know your account number, you can contact **ClickPay** or your property manager for assistance.

WHAT ARE MY PAYMENT OPTIONS?

Payments can be made online through **ClickPay** by e-check (ACH) or debit and credit card. If you pay by e-check (ACH) from your checking or savings account, **there is no fee for using this option.**

If you pay by debit or credit card, a 2.95% nominal fee applies to all payments made by Visa, Mastercard, Discover and American Express.

HOW DO I SET UP AUTOMATIC PAYMENTS?

If you'd like to have your payments withdrawn automatically, simply visit the Auto Pay tab in your account. Select your payment method, the month you would like your payments to start, and the day/frequency for your payments. You can set payments to run until canceled or have them run for any period of time.

HOW LONG WILL IT TAKE MY PAYMENTS TO SETTLE/DEBIT?

Payments made by e-check (ACH) before 9:00PM EST on any given business day will debit from your bank account and settle the following business day.

Payments made by debit or credit card can take 3-4 business days to settle depending on the date/time of the payment and the type of card.

WHAT IF I HAVE A QUESTION OR AN ISSUE?

If you need help with your online account, please contact **ClickPay** online at www.ClickPay.com/GetHelp or by phone at **1.888.354.0135 (option 1)**.