



FirstService
RESIDENTIAL

Lockbox Address Changes

Dear Valued Clients,

Our current payment processing provider, ClickPay, will be moving their lockbox services to a new, state-of-the-art facility in Tampa, FL to provide an improved service experience for their valued partners. Please review the following important information regarding this upcoming change.

- ✓ The new lockbox facility will be open 6 days a week (previously it was 5 days)
- ✓ The facility will now boast triple the advanced technology currently available
- ✓ Additional staff will be available resulting in 24-hour processing times
- ✓ Fully dedicated teams focused solely on Research and Rejects

FREQUENTLY ASKED QUESTIONS

WHY TAMPA, FL?

ClickPay selected the processing facility in Tampa, FL due to its optimal location for check processing as it is strategically located for faster transit times and boasts a robust and expanded Business Continuity Plan to ensure minimal disruption to incoming mail. With backup facilities, enhanced security measures and technology, and full capabilities to address major weather events, resident payments will arrive secure and on time.

HOW WILL THIS CHANGE IMPACT THE COLLECTION OF E-PAYMENTS?

This change will not have an impact on a resident's ability to make electronic payments by e-check (ACH), and credit or debit card. Any paper-based payments sent to the old mailing address will be forwarded to the Tampa facility via overnight Federal Express to the new lockbox through September 30, 2022. No further actions are necessary by the homeowners who are making the payments by checks. We always encourage clients to direct residents to pay online through ClickPay by visiting www.ClickPay.com/FirstService.

HOW ABOUT THE RESIDENTS WHO MAKE PAYMENT THROUGH THEIR OWN ONLINE BANKING?

Although their payment will be processed as they have been, we strongly recommend the residents to update their remit-to address on their online banking.

WHAT ABOUT COUPONS/STATEMENTS WITH THE OLD ADDRESS?

The coupons with the old address are still valid through 09/30/2022. All future coupons and statements will be updated with the new remittance address.

The new remittance address is:

FirstService Residential
P.O. Box 31077
Tampa, FL 33631-3077