



Attention Owners

IMPORTANT BILLING CHANGES

Dear Owner,

Please note the following important changes that are being made to the way your assessments are accepted as of **March 20, 2017**.

New Online Payment Provider

Beginning March 20, 2017, in order to pay online and as the **preferred way** of accepting payments, we request that you create an account with our new provider, **ClickPay**. Sign up below and make individual or automatic payments online **now for FREE** when paying by e-check (ACH) from a bank account or for a nominal fee when paying by credit card.

www.ClickPay.com/FirstService

- ① Click **Register** and create your online profile
- ② **Link Your Home** using the account number found on your statement or coupon
- ③ Select your preferred **Payment Option** (e-Check for FREE or credit card for a nominal fee)
- ④ Set up **Automatic Payments** or click **Pay Now** to make one-time payments

Important: *If you made payments online through our previous online payment provider, please note that your existing account and any automatic payments set up through this platform will be disabled on March 20, 2017.*

For help with your account or setting up payments online, please contact **ClickPay** online at **www.ClickPay.com/GetHelp** or call **1.888.354.0135 (option 1)**.

Change to Our Direct-Debit Program

Please note that we have moved our Direct-Debit program over to **ClickPay** beginning March 20, 2017. **This change will not disrupt payments set up through our original Direct-Debit program and no action will be required.**

Payments through the Direct-Debit program will continue to withdraw automatically and will be listed on owner bank statements as the community or association name. If you wish to manage or edit your payments made through the Direct-Debit program, please contact **ClickPay** with the owner account number found on your statement or coupon.

Thank you for your attention to this matter.

Michael Mendillo
President, East | FirstService Residential