



FirstService
RESIDENTIAL

Resident Notice

IMPORTANT PAYMENT CHANGES

Dear Resident,

As the new managing agent for **ABC Condominium Association**, please note that we have made the following important changes to the way your payments are accepted moving forward.

Important: If you were previously enrolled in the DK Direct-Debit program or paid online through RENTCafé, your existing payment schedule has been disabled. In order to avoid a disruption in your automatic payments, secure re-enrollment through **ClickPay** is necessary. If you mail your payments, please note the mailing address has changed and reference the instructions below.

PAY YOUR CHARGES ONLINE

As the preferred way of accepting payments, we invite you to securely manage and pay your charges online. Through our provider **ClickPay**, payments can be made online by e-check (ACH) from a bank account at no cost to you or by major credit and debit card for a nominal fee.

Create your account at the link below and by following the instructions listed. If you received an email regarding this service, your account already exists and can be accessed through the link emailed to you.

www.ClickPay.com/FirstService

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



eCheck

For help with online payments, please visit **ClickPay's** help center at **www.ClickPay.com/GetHelp** or call 1.888.354.0135 (option 1).

MAIL YOUR PAYMENTS

If you pay by check or money order, please mail your payments to the new mailing address listed below. 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 along with the **NEW account number** on your statement:

P.O. Box 62044
Newark, NJ 07101

Checks should be made payable to the entity name listed on your statement. Include the remittance slip with your payments and make sure to include your **NEW account number** found on your statement in the notes section of your check or your Online Bill Pay settings.

Thank you for your attention to this matter,
FirstService Residential