



## Attention Residents

# Important **Billing** Information

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Dear Resident,

**FirstService Residential** provides you with a fast, easy, and secure way to view and pay your balance due online through our provider, **ClickPay**. If you aren't already taking advantage of this convenient payment option, we invite you to create your account and start making payments online for **FREE** when you pay by e-check (ACH) from a bank account\*. You may also pay by credit card and or debit card for an additional fee\*.



### Getting Started with Online Payments

To get started with online payments, create your account by visiting the web address below and following the instructions listed:

**[www.ClickPay.com/FirstService](http://www.ClickPay.com/FirstService)**

1. Click **Create an Account** and create your online profile
2. **Add your unit** using your building number and zip code
3. Select your preferred **Payment Option** (E-check or Credit Card)
4. Set up **Recurring Payments** or click **Pay Now** to make a one-time payment

Please note that you will need the account number provided to you on your statement or coupon book in order to sign up for payments online.

For help with your account and setting up payments, contact **ClickPay** online at [www.clickpay.com/GetHelp](http://www.clickpay.com/GetHelp), by email at [support@clickpay.com](mailto:support@clickpay.com) or by phone at 1 (888) 354-0135 (opt. 1).

**\*Please note the date you make your payment on ClickPay is not the date it is reflected on your account. Payments by e-check (ACH) before 9:00PM EST will debit from your bank account and settle the next business day. Payments by debit or credit card can take 3-4 business days to settle and reflect on your account.**

#### Questions?

For questions regarding online payments, please contact **ClickPay** online by visiting [www.clickpay.com/GetHelp](http://www.clickpay.com/GetHelp) or call 1-888-354-0135 (option 1)