

PAY YOUR MAINTENANCE ASSESSMENT AUTOMATICALLY!

(only available to associations with monthly billing)

**IT'S SAFE! IT'S AUTOMATIC!
SIMPLY RETURN THE FORM!**

- No more worries of sending checks through the mail.
- No more postage stamps.
- Your payments are always on time!
- No late fees.

In cooperation with Capital One, FirstService Residential has introduced this optional service exclusively for members of FirstService Residential managed communities. You simply authorize your account to be automatically charged for the designated amount of your monthly maintenance assessment. Once each month on the third business day, your checking account will be charged electronically through the Electronic Fund Transfer Process and your Association's checking account will receive credit in the amount of your monthly maintenance assessment.

To sign up for this easy payment program, please complete and mail the Automatic Payment Assessment Form on the Payment Options web page. Please include a voided check from the account from which you wish to have the funds withdrawn. It's that easy!

If you should have any questions regarding this exciting program, please contact our office.

FREQUENTLY ASKED QUESTIONS

HOW DOES IT WORK?

- Electronic Fund Transfer is the process which allows you to make your monthly maintenance assessment payments without the necessity of writing a check. You simply authorize your checking account to be automatically charged for the designated dollar amount of your monthly maintenance assessment and your Association's checking account will receive the payment.

HOW DO I SIGN UP FOR IT?

- Fill out the Automatic Payment Assessment Form and submit the form with a voided check attached to the address listed on the form (deposit slips will not be accepted).
- Automatic Payment Assessment Forms must be received at FirstService Residential by the 15th of the month in order to be eligible for fund transfer the following month.

WHEN WILL THE FUNDS BE WITHDRAWN FROM MY ACCOUNT?

- All payments will be withdrawn from your checking account on the third business day of each month.

WILL IT INCLUDE PAYMENT OF ANY SPECIAL ASSESSMENTS?

- No. This service is limited to regular monthly maintenance assessment.
- Special assessments will require payment by check

WHAT HAPPENS IF THE ASSESSMENT AMOUNT CHANGES WITH THE ADOPTION OF THE ANNUAL BUDGET?

- FirstService Residential will notify you prior to drafting the new assessment amount at the beginning of the budget period.

AM I REQUIRED TO USE THE AUTOMATED PAYMENT PROCEDURE?

- No, this is an optional form of payment.

WHAT HAPPENS IF I CHANGE BANKS?

- Submit a new Automatic Payment Assessment Form and attach a voided check from the new account (deposit slips will not be accepted).
- Information regarding the change must be at FirstService Residential by the 15th of the month in order to be eligible for fund transfer the following month.

HOW DO I STOP MY AUTOMATIC PAYMENTS?

- Submit a letter to FirstService Residential by the 15th of the month indicating your desire to discontinue this method of payment.
- Include your name, property address and Association account number on the written request.
- No verbal requests will be acted upon.

WHAT BENEFIT DOES YOUR ASSOCIATION RECEIVE FROM THIS PROGRAM?

- Increased collection efficiency.
- Enhanced service to the membership.
- Lower cost to your Association.

WHAT BENEFIT DOES FIRSTSERVICE RESIDENTIAL RECEIVE FROM THIS PROGRAM?

- The opportunity to provide yet another service to the community associations managed by FirstService Residential as a part of the expanding FirstService Residential Advantage program.

