

## FREQUENTLY ASKED QUESTIONS

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### HOW DO I REGISTER?

Visit [login.clickpay.ca/firstserviceca](https://login.clickpay.ca/firstserviceca) and click "Register". If you received an email from **ClickPay** or FirstService Residential regarding this payment option, your account already exists and can be accessed by clicking the link emailed to you.

### HOW DO I ADD MY HOME(S)?

After you create your profile, you will be required to link your home to your account using the unique account number found on your statement or coupon. If you haven't received your statement or coupon yet or do not know your account number, you can contact **ClickPay** or your community manager for assistance.

### WHAT ARE MY PAYMENT OPTIONS?

Payments can be made online through **ClickPay** by e-check (EFT) or credit and debit card. There is no fee when paying by e-check (EFT) from a checking or savings account. Payments made by credit or debit card will incur a nominal service fee. Check the Fee Chart in your account for more information.

### HOW DO I SET UP SCHEDULED PAYMENTS?

If you'd like to have your payments withdrawn automatically, simply visit the Auto Pay tab in your account. Select your payment method, the month you would like your payments to start, and the day/frequency for your payments. You can set payments to run until canceled or have them run for any period of time.

- **Full Amount**

Select this option if you want to pay **ALL charges** on your account automatically including recurring and one-time charges. Miscellaneous one-time charges, such as one-time special assessments, late fees or work orders, **ARE** included by selecting this option.

- **Pay Recurring Charges and Scheduled Assessments Only**

Select this option if you would prefer to only pay **RECURRING charges** automatically, such as assessment fees, parking, storage, etc. Miscellaneous one-time charges, such as one-time special assessments, late fees or work orders, are **NOT** included.

- **Fixed Amount**

Select this option if you want to pay a **FIXED amount** of the total due. Any amount due above the fixed amount will not be paid automatically and you will need to submit a separate, one-time payment for any overage.

### HOW LONG WILL IT TAKE MY PAYMENTS TO SETTLE/DEBIT?

Payments made by e-check (EFT) before 9:00PM EST on any business day will debit from your bank account and settle in two business days. Payments made by debit or credit card can take 3-4 business days to settle depending on the date/time of the payment and the type of card.

### WHAT IF I HAVE A QUESTION OR AN ISSUE?

For help with your account or setting up payments online, please contact **ClickPay** through their help center at [www.ClickPay.com/GetHelp](https://www.ClickPay.com/GetHelp) or call 1.888.354.0135 (option 1).