



# Assessment Payment Options

*Please Review Carefully*

**Assessments are posted and due on the 1<sup>st</sup> of the month in which they are billed. Please take note of your Association's grace period when scheduling your payments to ensure adequate processing time is allotted.**

**ClickPay**— Owners can logon to ClickPay via the FirstService Residential website [www.fsresidential.com](http://www.fsresidential.com), the association's FirstService Residential Connect® page, or directly at [www.clickpay.com/firstservice](http://www.clickpay.com/firstservice). Through ClickPay, owners may make one-time or recurring e-check or credit card payments (Visa, Master Card, Discover, American Express) online or over the phone (1-888-354-0135 *fees may apply*). E-check payments are processed at no charge to the owner. Processing fees apply for all credit card payments. Please allow 3-5 business days, depending on the date/time and type of the payment, for the payment to reflect on your Assessment account to avoid any potential late fees.



- Full Amount Due: Any balance on your account, on the date initiated, will be paid.
- Full Amount Due with Max: Any balance on your account, up to the max you set will be paid, it is the **homeowner's responsibility** to update payment information as necessary.
- Recurring Charges: Only your regular monthly charges will be paid (assessments, parking, utilities, etc.). The amount paid will automatically adjust annually or as billed.
- Flat Fee: When assessments change, it is the **homeowner's responsibility** to update payment information.

**Lockbox** — Payments can be made by check or money order, payable to your Association, and mailed to the lockbox post office box (**P.O. Box 62010 Newark, NJ 07101**) with a payment coupon. Payment coupons are mailed to all owners that are not signed up for Automatic Debit via ClickPay at the beginning of each association's fiscal year. **When assessments change it is the homeowner's responsibility to update payment information.**



**Bank Bill Pay**— Some owners may choose to pay their assessments using their own personal online bill paying service. FirstService Residential's lockbox provider has partnered with several online bill pay service clearing houses, such as Fiserv and RPPS, to be able to receive these payments electronically, as opposed to via paper check. There is a 3 business day processing time for these payments. If your financial institution does not work with one of our partnered clearing houses, or the bill pay vendor is not set up correctly, your payment will be mailed to our lockbox as a manual check from your bank's third party clearing house, therefore processing time may be longer. **When assessments change it is the homeowner's responsibility to update payment information.**



*Reminder—Assessment payments should not be accepted onsite due to the fact they are processed as of the date of receipt at the bank or in the Accounting Department. Also, cash cannot be accepted at the FirstService Residential offices or at onsite offices for assessments or other income.*