



Attention Property Owners

## IMPORTANT PAYMENT CHANGES

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Please note the following important changes that are being made to the way your HOA assessments and other fees are accepted as of **July 23, 2019**.

### NEW ONLINE PAYMENT PROVIDER

We are excited to introduce **ClickPay** as our new and improved way for you to manage and pay your HOA assessments and other fees. **ClickPay** will be replacing our existing online payment platform, Community Association Bank, a Division of Mutual of Omaha, and will provide a more convenient way to manage payments. Through **ClickPay**, payments can be made online by e-check (ACH) from a bank account **for FREE** or by major credit and debit card for a nominal fee. Get started by clicking the link emailed to you or by following the instructions below.

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

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



**Important:** *This payment change applies to **ALL** property owners even if your payment is not due yet. If you paid online previously through Community Association Bank, a Division of Mutual of Omaha, your account and any automatic payments set up through this platform will be disabled as of July 22, 2019. You are required to activate your account with ClickPay in order to pay online moving forward.*

### CHANGE TO OUR MAILING ADDRESS FOR PAYMENTS

If you pay by check or money order, please mail your payments to our new mailing address listed below moving forward. 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 **property account number** listed on your billing statement:

**P.O. Box 62052  
Newark, NJ 07101**

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

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

Thank you for your attention to this matter,

**Ray Jaklitsch**  
President, San Antonio | FirstService Residential