

# Rancho San Joaquin Homeowners Association

## Your Assessment Payment Options

Please refer to your Welcome Letter for your account information.

### How can I pay my assessments?

Your first statement will be arriving by early May. **This statement will only reflect your current monthly dues.** When we receive the final accounts receivable support from the previous management company, we will update each homeowner's account accordingly.

You will continue to receive monthly statements as a courtesy. If you would prefer to receive e-statements, please visit <http://estatements.welcomelink.com/fscalifornia> and click *Register Here*.



### Assessments Online

Pay

You can make one-time or automatic recurring online bill payments by e-check (ACH) from your bank account or with your credit or debit card through ClickPay. There is no cost to you when making payments online by e-check (ACH). Please note that a small fee is charged by ClickPay to pay by credit or debit card.

You can access ClickPay by visiting [www.clickpay.com/firstservice](http://www.clickpay.com/firstservice) and by clicking **Register**. Create your online profile and connect your home using the 8-digit Access Number listed on your statement. Sign up with ClickPay today and enjoy the convenience of online payments!

**Please note: if your last name contains "TTEE", indicating a trust, you will need to include that in the "Last Name" field (i.e. "Smith T TEE")**

- Pay by e-check (ACH) or **FREE** or by credit/debit card for a small fee
- Pay 24/7/365 from your smartphone, tablet or other media device
- Set it and forget it with automatic recurring payments
- Manage and track your online payment history

For help with your account or setting up payments online, visit ClickPay's support center at [www.clickpay.com/gethelp](http://www.clickpay.com/gethelp) for access to FAQs step-by-step walkthroughs, live chat and email support or call 888.354.0135 (option 1). **Please see the quick registration guide located on the back of this guide.**



### Pay Assessments by Check

To mail your assessment payment, please send a check to the address below with the remit slip from your monthly statement.

**Rancho[Association San JoquinName] Homeowners Association**  
c/o FirstService Residential  
PO BOX 30354  
Tampa, FL 33630



### Pay Assessments Using your Bank's Bill Pay Service

You may continue to use your own bank's bill pay service. Please be sure to update the address to the PO Box listed above. You will also need to reference your new 8-digit Access Number, found on your Welcome Letter.

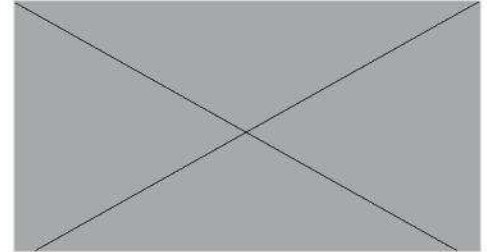
# Manage and Pay Your Charges and Assessments Online

We provide a convenient and secure way for you to manage and make payments online through ClickPay. Get started by the following instructions listed below.

## Step 1

### Creating your Profile

Visit [www.clickpay.com/firstservice](http://www.clickpay.com/firstservice), click **Register**, and then create your online profile.



## Step 2

### Connecting your Profile

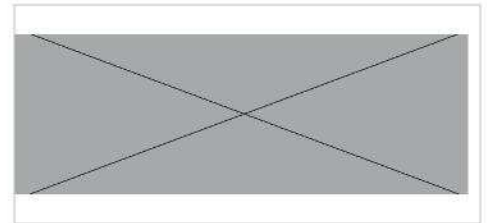
Enter the FirstService Residential 8-digit Access Number found on your statement coupon and the Last Name listed on the property agreement.

#### ❓ **Last Name Entered Not Working?**

Try the co-owner last name of if a business, the full name of the business associated with your unit. If your last name contains "TTE" for trust, you will need to include that in the "Last Name" (i.e., "Smith TTEE")

#### ⚠️ **Direct-Debit Users**

If you're looking to gain access to your existing automatic ACH Direct-Debit profile transition to ClickPay, you will be required to verify your banking details associated with this payment schedule.



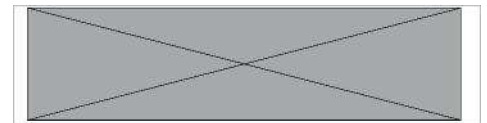
## Step 3

### Make a One-Time Payment

From the home screen, confirm your payment amount and then click **Continue**.

#### ⚠️ **Adding a Payment Option**

When setting up one-time or automatic payments, you will be required to select a new or existing payment option, including e-check (ACH) for **free** or credit and debit card for a nominal fee.



## Step 4

### Connecting your Profile

From the home screen, click Auto Pay and then select your payment option, payment frequency and amount.

#### **Full Amount**

❓ Select this option if you want to pay **all charges** on your account automatically including assessment charges, special assessments and one-time fees.

#### **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.

Please ensure your payments are scheduled to run no more than 2-3 days prior to your payment being due as your balance may not be available to pull through ClickPay until on or after this date.

