

## **ONLINE / TELEPHONE BANKING INSTRUCTIONS**

### **FirstService Residential offers you convenience!**

**FirstService Residential** has established electronic banking relationships with the major chartered banks and all participating credit unions in BC (i.e. Vancity, Coast Capital Savings, etc.) to make it easier for its owners to remit payment of strata fees, special levies, etc.

### **I'M INTERESTED, HOW DO I DO THIS?**

1. Go to the bill payment option and set up "**FirstService Residential (Strata)**" as a vendor. (Note: Do NOT select "Rental")
2. You will be required to provide your FirstService Residential personally assigned reference number (there should be no dashes or spaces). Please complete the *Online / Telephone Banking Registration Form* to get your unique personal reference number.
3. Enter your payment amount and payment date. You should also be able to set this up as a recurring payment every month.

### **WHEN SHOULD I MAKE MY PAYMENTS?**

It takes 1 to 3 business days for us to receive your payment depending on your financial institution. Please note it is the owner's responsibility to ensure that payments are received by FirstService Residential by the due date to avoid any late payment fines.