



Tenant Notice

IMPORTANT PAYMENT CHANGES

Dear Tenant,

As the managing agent for your property, we request that you please review the following important changes being made to the way we accept your rent and other charges.

INTRODUCING ONLINE PAYMENTS

We are excited to introduce a fast, easy, and secure way for you to view your statements and pay rent and other charges online through our new provider, **ClickPay**. Through this new platform, you can make automatic recurring or one-time payments online by all major credit and debit cards for a fee or by e-check (ACH) from a bank account for free. As the new and **preferred way** of accepting payments, we invite you to get started by clicking the activation link emailed to you or by creating your account below.

www.ClickPay.com/Transwestern

- ① Click **Register** and then create your online profile with **ClickPay**
- ② **Connect Your Unit** using the Lease ID found on your monthly statement
- ③ Set up **Automatic Payments** or click **Pay Now** to make one-time payments



For help with your account, visit **ClickPay's** support center at **www.ClickPay.com/Help** for access to FAQ's, step-by-step walkthroughs, email and phone support, and live chat.

CHANGE TO MAILING ADDRESS FOR PAYMENTS

The mailing address for accepting payments made by paper check, money order, and Online Bill Pay has changed. If you pay by check or money order, please mail your payments to the address 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:

**P.O. Box 62059
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 the Lease ID found on your statement in the notes section of your check or your Online Bill Pay settings.

Thank you for your attention to this matter,
Transwestern