



Dear Resident,

We have changed our mailing address for assessment payments and Online Bill payments. Please read below for important information regarding the way your payments are accepted.

## **New Mailing Address for Assessment Payments**

Below is our new mailing address for all assessment payments.

**Grand Panama Beach Resort  
c/o FirstService Residential  
P.O. Box 31086  
Tampa, FL 33631-3088**

- ✓ If you **mail** a check for your payments, please use the address above and include the enclosed remittance slip. Please continue to make all checks payable to your community.
- ✓ If you pay your assessments through your bank's **Online Bill Pay** feature, please log in to your online banking account and update the payee's address as listed above.
- ✓ If you pay your assessments **online** through **ClickPay**, there is no action required. Your payments will continue as scheduled.

## **Pay Your Assessments Online**

Tired of writing checks? Create an account online through our provider, **ClickPay**. Through **ClickPay**, you can make individual or automatic recurring payments from your computer, smart phone, tablet or any other media device. Payments can be made online by e-check (ACH) from a bank account at no cost to you or by credit or debit card for a nominal fee. Get started by following the instructions below.

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

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

For help with your account or setting up payments online, please contact **ClickPay** through their online help center at **[www.ClickPay.com/GetHelp](http://www.ClickPay.com/GetHelp)** or call 1.888.354.0135 (option 1).

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Thank you for your attention to this matter.

\$6.95 fee to pay over the phone  
with credit card.



**FirstService**  
RESIDENTIAL

# Manage & Pay Your Charges & Assessments Online

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

**? Account Already Exists?**

*If you receive a message stating that an account already exists, you have already been pre-registered within ClickPay. Click the link within the activation email sent to you or simply request a password reset link to gain you access to your existing profile.*

Step 2

## Connecting Your Property

Enter the FirstService Residential account number found on your statement or coupon and the Last Name listed on the property agreement.

**? Last Name Entered Not Working?**

*Try the co-owner last name or if a business, the full name of the business associated with your unit.*

**! 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

## Set Up Automatic Payments

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.*

**? 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.*

**Need Additional Help?** Visit [www.ClickPay.com/GetHelp](http://www.ClickPay.com/GetHelp) or call 1.888.354.0135 (option 1).