SPRINGFIELD PARK PLACE | RESIDENT INFORMATION

Association Payment Quick Guide

Monthly assessment payment deadlines, payment methods, and important processing reminders.

DUE ON THE 1ST
Association payments are due on the 1st of every month.

LATE FEE ON THE 10TH
A late fee is assessed on the 10th if no payment has been recorded.

1 | Pay Online with ClickPay

www.ClickPay.com/FirstService

Register and create an online profile, connect your home using the account number on your statement or coupon, then set up automatic payments or make a one-time payment.

E-check (ACH) payments are offered at no cost; credit and debit card payments have a fee. For assistance: **www.ClickPay.com/GetHelp**.

2 | Pay by Check or Money Order

Make payments payable to the entity listed on your statement or payment coupon. Include your payment coupon or remittance slip, and write your **12-digit account number (no spaces or dashes)** on the check.

3 | Pay Through Your Bank's Online Bill Pay

Update your bank's bill-pay payee mailing address to the address below. Include the account number from your statement or coupon in the payment notes. If the bank requires a customer-service phone number to add the payee, use **800-870-0010**.

Payment Mailing Address

Springfield Park Place Condominium Association
c/o FirstService Residential
P.O. Box 30465
Tampa, FL 33630-3465

Important Processing Reminders

Payments must be **received and recorded** on time. The date you mail a check or instruct your bank to send payment is not necessarily the date FirstService receives it.

Allow approximately **3–5 business days for USPS mailing**, plus bank processing time where applicable. Electronic payments typically take about one business day to process and post. Allow extra time for weekends and holidays. Missing coupons or incorrect account numbers can delay posting.

Before using this guide: Management should confirm the current remittance address, payment policies, and fees with FirstService Residential.

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Dear Homeowner:

Just a friendly reminder that all Association payments are due on the 1st of each month. If your payment is not received by the 1st of the month, it is late. **Please note that on the 10th of each month a late fee is assessed to all accounts withno payment recorded.** For your convenience, below I have listed current payment options.

Option 1 - Check

Please put your 12-digit account number (with no dashes) on the top of your check, include payment coupon and mail payment to:

Springfield Park Place Condominium Association
c/o FirstService Residential
PO Box 30465
Tampa, FL 33630-3465

Generally, checks with accurate account numbers are deposited and posted the same day provided the payments are received by lockbox by 12:00 PM EST. The approximate USPS mailing time is 3-5 business days. Please allow ample mailing time and be sure to take holidays and weekends into consideration when mailing your payment.

Note: Common reasons for delays are missing or incorrect account number on a check and/or no coupon included. Your correct account number does not include any spaces or dashes.

Option2 - OnlineBanking

Payments should be made payable to your community and directed to:

Springfield Park Place Condominium Association
c/o FirstService Residential
PO Box 30465
Tampa, FL 33630-3465

If your bank requires a customer service phone number to add a new payee, please use 800-870-0010.

Depending upon your banking institution, your online banking is processed either by the bank withdrawing the funds and mailing an actual *check* to the lockbox mailing address, or by withdrawing the funds and sending an *electronic payment* to the lockbox.

Please note that with either banking institution remittance method noted above, the date a homeowner designates or instructs their bank to issue payment (and the date their statement shows as having monies removed) is not the date the payment is received by the lockbox. If a paper check is issued, approximate USPS mailing time is 3-5 business days. Electronic payments typically take one business day to process and post. Please allow ample mailing and processing time when managing your online banking and be sure to account for weekends and holidays.

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Note: A common cause of delays is including spaces or dashes to your account number. Your correct account number does not include any spaces or dashes.

Option 3 - ClickPay
ClickPayis a thirdparty service provider which includes online payment options. The options provided are as follows:

- ACH (checking/savings) - This payment type has no fee and takes one business to process and post.
- Credit/Debit Cards – This payment type has an additional fee of 2.95% per transaction and takes 3-4 business days to process and post.

The payment options described above can be accessed at **www.Clickpay.com/FirstService.** In order to create an account, a valid e-mail address and your 12 digit account number (as found on your coupon booklet) is needed. Timelines above apply to payments made before 9:00 PM EST.

You can log in and make one-time payments at any time or can set up recurring payments. Recurring payment options are as follows:

Pay Full Amount Due: This option will pay the total balance as of the date scheduled for payment.
Pay Full Amount up to a Maximum: This option will pay the total balance as of the date scheduled for payment up to a set limit.
Pay Recurring Charges and Schedule Assessments: This option will only include scheduled recurring charges and will not include variable one-time charges.
Pay a Fixed Amount: This option will pay an amount specified by the payee.

ClickPay can be reached at 1-888-354-0135.

If you have any additional questions, please contact your community management office.

Phone: 973-258-0400 and/or Email info@springfieldparkplace.com.

Sincerely,
Springfield Park Place Community Management & FirstService Residential
On Behalf of the Board