



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 A NEW WAY TO PAY ONLINE

We are excited to introduce a new way for you to pay your rent and other charges online through our new provider, **ClickPay**. Through this new platform, you can make automatic recurring or one-time payments online with American Express or any other major credit or debit card for a fee or by e-check (ACH) from a bank account for free.

**Important:** If you made payments through our previous payment program, please note that your account and any automatic payments set up through this program have been deactivated as of **Monday, September 16, 2019**. To continue making payments online, or if you are a new user, please click the activation link emailed to you, or create your account with **ClickPay** below:

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

- 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](http://www.ClickPay.com/Help)** for access to FAQ's, step-by-step walkthroughs, email and phone support, and live chat.

### CHANGE OF 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 60093  
City of Industry, CA 91716**

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,  
Columbia Crossings, LLC