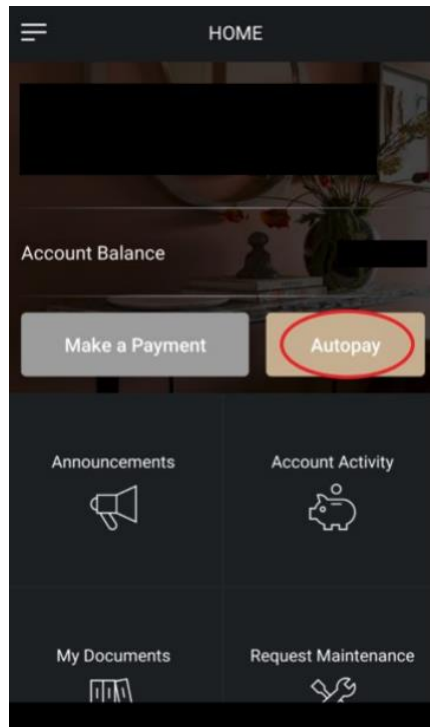**HOW TO SET UP A DIRECT DEBIT/RECURRING PAYMENT**

30 Harbord Square is pleased to be able to offer customers the ability to pay their rent by Direct Debit. This service is being offered through our payment partner Stripe.
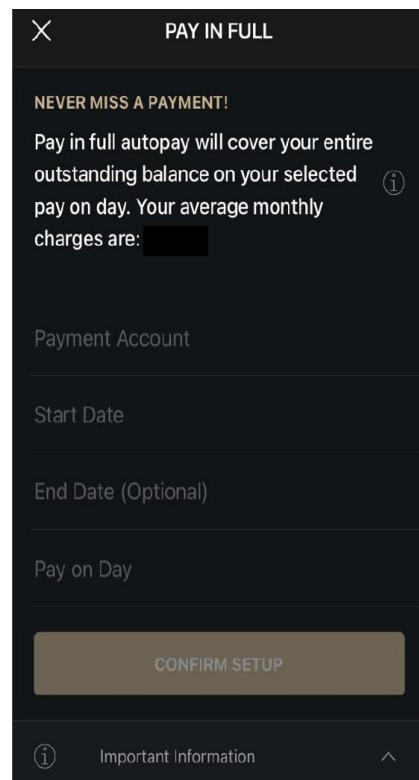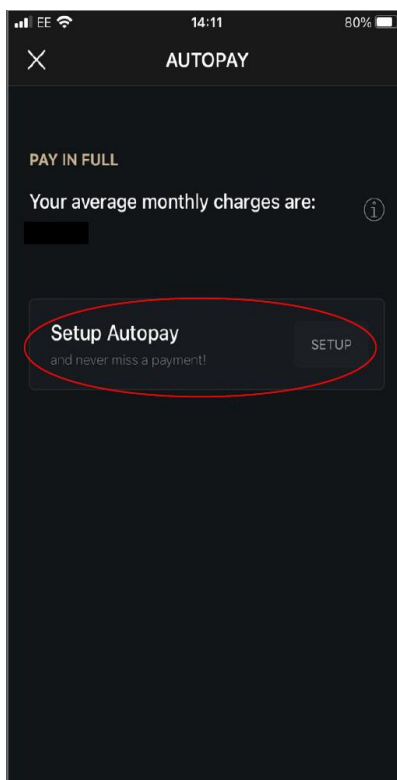
How to set up a Direct Debit (Recurring) Payment
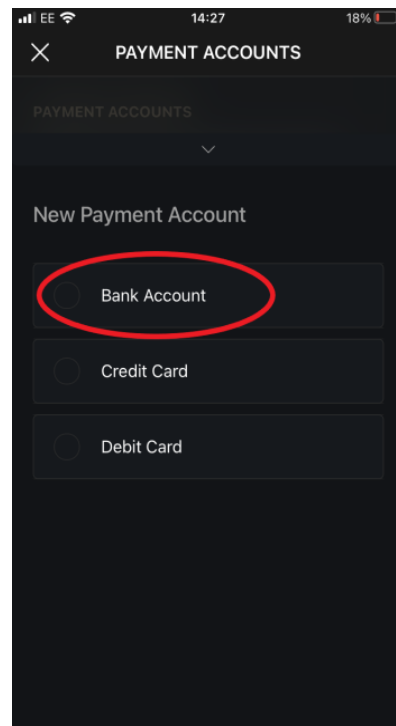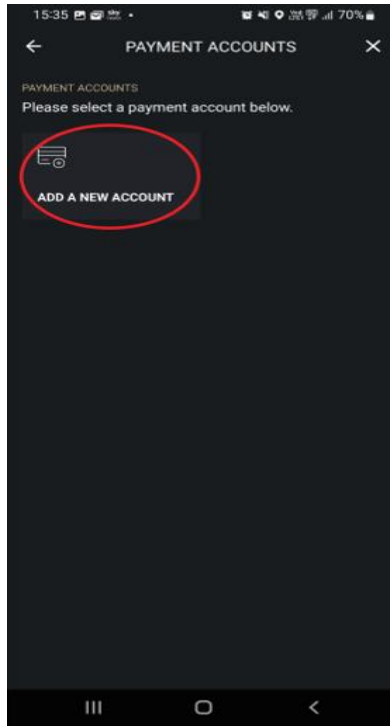
Step 1 – Add your Bank Account

1. On the Home Screen, select 'Autopay'

2. Select 'Setup Autopay' on the Autopay page. Next, on the 'Pay in Full page' select 'Payment Account', as shown below:

3. Then select 'Add New Account' and the select 'Bank Account', as shown below:

4. Complete your bank account information, tick the box (circled) at the bottom of the page, and select 'Continue to setup confirmation'.

5. Confirm your Direct Debit details. You will see a confirmation message confirming your bank account has been added.
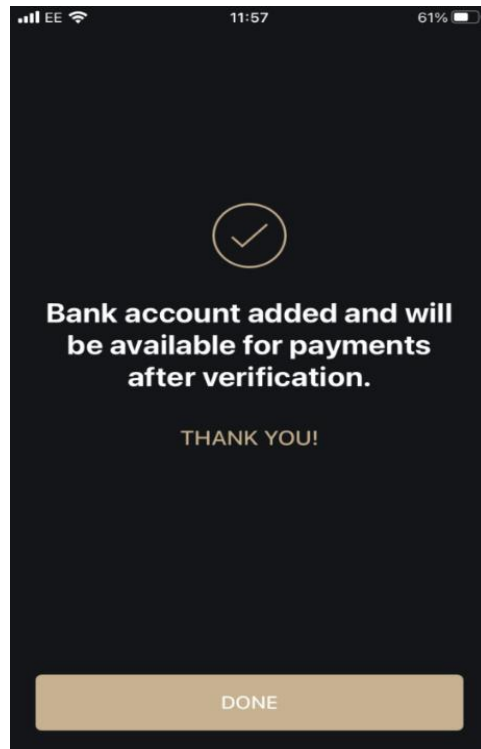
Once verified by your bank (7-10 days) you will be able to set up your Direct Debit payment, please refer to Step 2 as shown below.

Step 2 – Setting up your Direct Debit

Once your bank account has been verified by your bank, click on 'Autopay' and 'Setup Autopay'
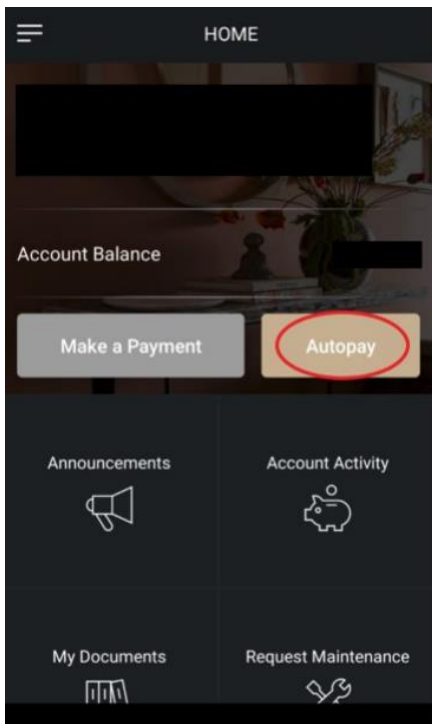
Tap 'Payment Account'

Select your verified bank account

Complete your DD start date and click on 'Confirm Setup'
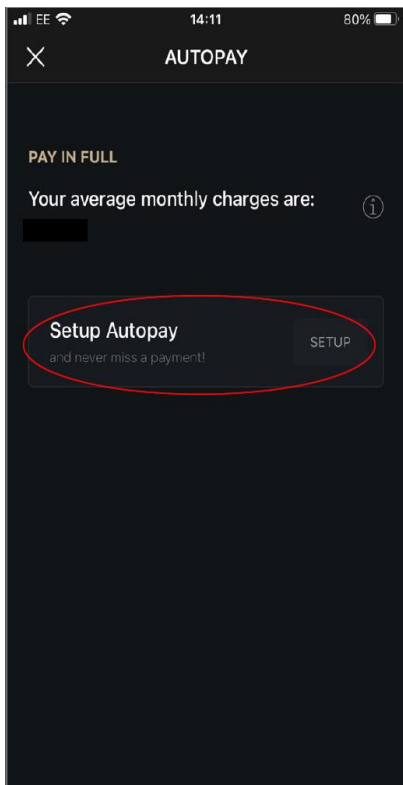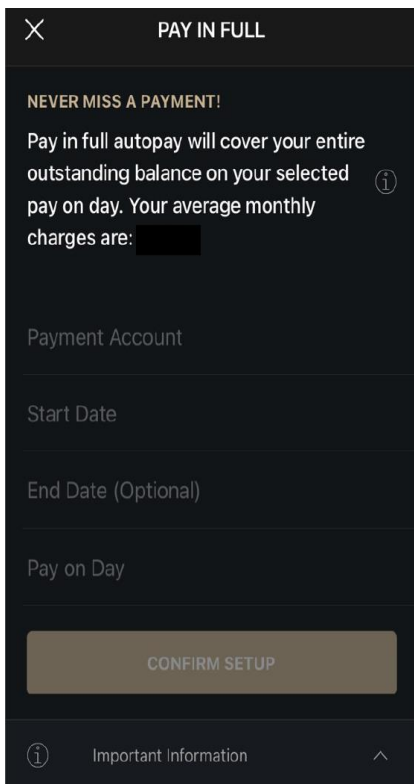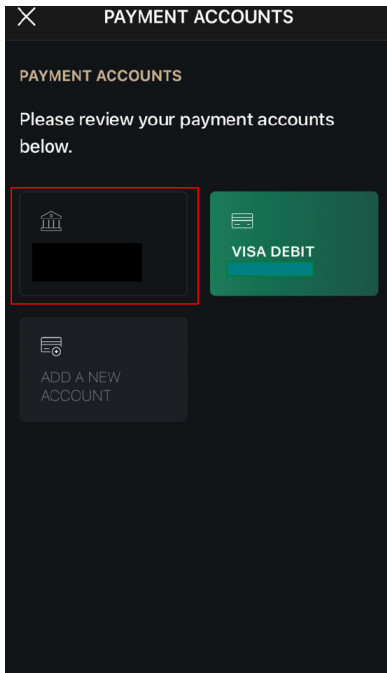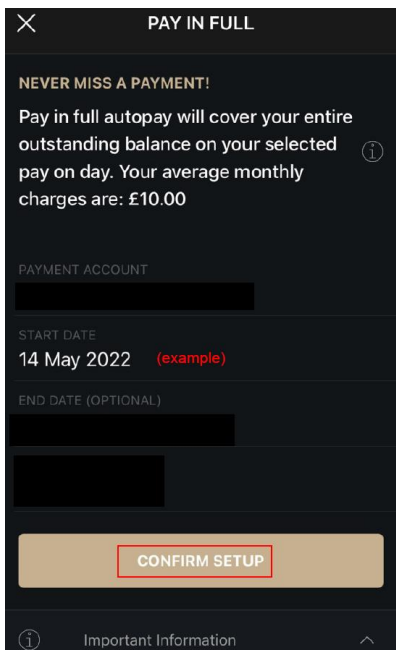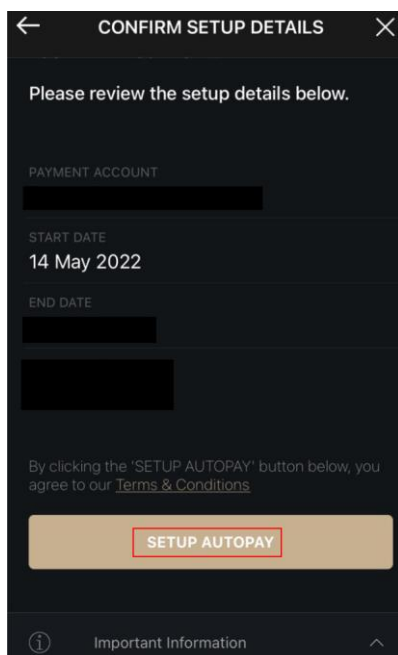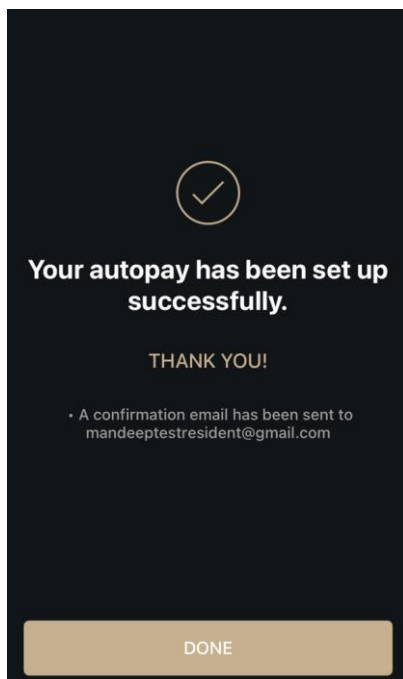
Review your DD set up details and click on 'Setup Autopay'

You will see the confirmation screen below

PLEASE NOTE

Once your Direct Debit payment has been confirmed, future transactions will appear on your bank account as 'Stripe', with a **mandate reference number (includes numbers and characters)**

Please check the details provided. If you would like to cancel or make changes, please contact your Building Manager

You have the right to cancel your Direct Debit at any time.

You will be setting up a variable direct debit. This means that the system will collect the full outstanding amount on your account on the payment date. The system will look at your account on the 1st day of each month and collect any outstanding amount.

BACS Direct Debit collections are covered by the Direct Debit Guarantee.

How to set up a One-Off Payment (Debit Card or Credit Card):

1. On the Main Menu, go to 'Make a Payment'

2. On the next page, Select 'Pay Total Balance' and then select 'Continue' *(please note, you <u>must</u> pay your total balance)*:
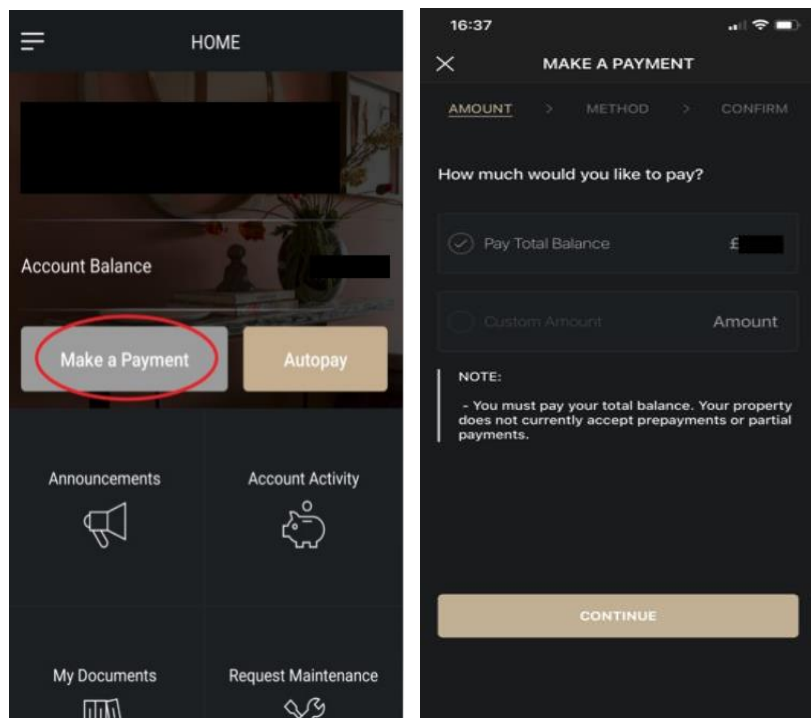
3. To make a Credit or Debit Card Payment, select 'Credit Card' or 'Debit Card' from the payment options (as circled).

4. Complete your Credit or Debit card details, accept the terms and conditions and click 'Save'.
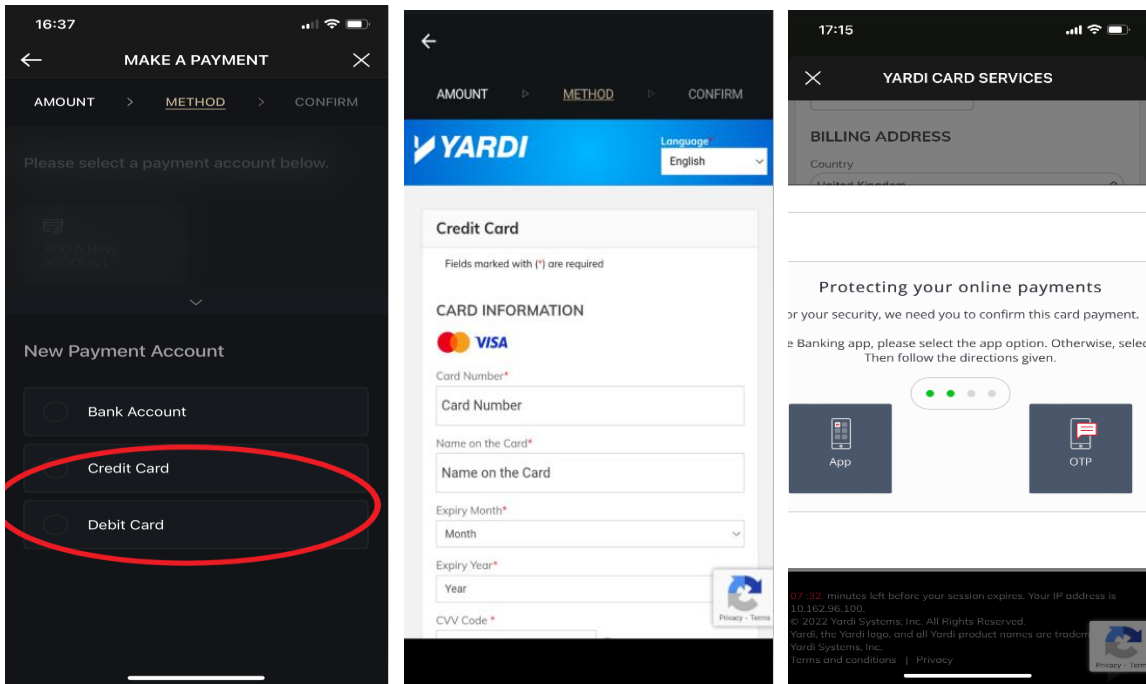
5. Review your payment details. To make the payment, select 'Pay'. You will see payment confirmation, then select 'Done':