

INSTRUCTIONS FOR BILL PAYMENTS USING TENANTPAY



TENANT NAME:
BUILDING NAME:
SUITE/UNIT #:
Your TENANTPAY™ number is:

ONLINE PAYMENT METHODS

From your own bank's web site

1. Go to your own bank's web site and add "Tenantpay" as a payee
2. Enter your Tenantpay number and make your payment

From Paytm's mobile payment app



1. Download the **Paytm Canada** mobile app
2. Sign up for free
3. Look up and add "Tenantpay" as a biller from the Rent Category
4. Make secure **no fee** payments using your **MasterCard, Bank or Cash**
(get your MC points as well as Paytm points if using your MC allow 5 – 8 days processing)

*Paytm Canada is a registered MSB regulated by FINTRAC. Visit www.paytm.ca for more information.



FOR INTERNATIONAL RENTAL PAYMENTS

In partnership with **Western Union Business Solutions**, TenantPay has developed a new payment link for you. Go to this special Internet link <https://gpx.globalpay.wu.com/tenantpay#!/> to the Western Union Globalpay portal. Tenants or the parents of foreign students can use this portal along with the TenantPay# above given to you by your landlord to make a payment.

We now accept the debit and credit cards from China Union Pay



AGREEMENT FOR USE OF TENANTPAY™ BY TENANTS OR OTHER PAYERS

By using TenantPay to make a payment you acknowledge and agree that the payments you make using TenantPay are intended as (and are) payments to a property owner, landlord, manager or other recipient (the "Recipient") for rent, strata fees or other amounts you owe to the Recipient, and:

- If for any reason you require a refund, you must request it directly from your property owner, landlord, manager or other recipient of your payment(s). For privacy reasons TenantPay and your bank do not have the information necessary to process refund requests.
- If your property owner, landlord, manager or other payment recipient requests that you stop using TenantPay to make payments, failure by you to do so may result in monies you have paid being returned to your account and in bank service charges being applied.

Your bank may allow you to set up recurring payments (e.g. once a month on a specific day). If you wish to discontinue a recurring payment arrangement you have made with your bank (for example, if you move to a different property), you must contact your bank or go to its online bill payment website and remove the recurring payment instructions you provided.