E-TRANSFER PAYMENTS ARE AVAILABLE!

E-transfer payments are quick, convenient, and easy.

Pay your monthly rent, repayment amounts, repair fees, or service fees.

To start making payments using e-transfers, all you need is: • access to online banking and e-transfers (ask your bank or credit union) *and* • your name and tenant number

(ask your housing authority).

If you have any questions, please contact

Phone: 306-445-4393

E-Transfer email: epay.battlefords.ha@gov.sk.ca



MAKING PAYMENTS USING E-TRANSFERS

These instructions will help you make a payment to your housing authority using an e-transfer. Your bank or credit union might have specific instructions unique to their online banking system; however, the following steps will give you general instructions and a visual guide (again, your online banking system might look different, but the instructions should be similar). Please contact your bank or credit union if you need help setting up your e-transfer payment.

BEFORE YOU MAKE YOU MAKE YOUR FIRST E-TRANSFER

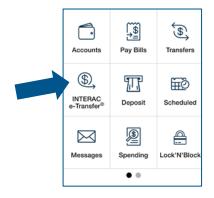
Check with your bank or credit union to see if you have access to online banking and e-transfer payments See the attached letter or contact your housing authority for **your tenant number** and **your address**

(you'll need this info for the memo field on the e-transfer payment) Make a e-transfer payment through your online banking account

(see steps below)

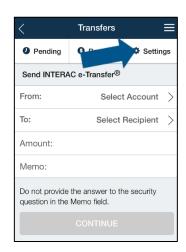
TO MAKE YOUR PAYMENT

1. Log into your online bank account (or online banking app) and select e-transfer tab.





- 2. Add a recipient/payee (this will be your housing authority). Note: The next time you send an e-transfer, you'll be able to select your housing authority from your list of available recipients/payees.
 - Step One Select Settings.



Step Two – Select Manage Recipients/Payee.

< Settings	≡
My Profile	>
Manage Recipients	>
Autodeposit	\rightarrow

Step Three – Select Add Recipient/Payee.



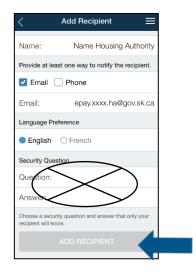
- 3. Enter recipient/payee email.
 - Step One Enter the name of Step Two Add the housing your housing authority and select email.
- authority email address. For The Battlefords Housing Authority, enter:



- epay.battlefords.ha@gov.sk.ca
- Step Three Select add recipient/payee; do not add the security question and answer; your housing authority has automatic deposit and doesn't require it.



Name: Name Housing Authority Provide at least one way to notify the recipient. Provide at least one way to notify the recipient. Finall Phone Email: epay.xxxx.ha@gov.sk.ca Language Preference English O French Security Question Question:
Email Phone Email: epay.xxxx.ha@gov.sk.ca Language Preference English French Security Question
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Choose a security question and answer that only your recipient will know.



- Send transfer. 4.
 - Step One Select the account Step Two Enter the amount you'd like to transfer money from (or out of) and the recipient/payee (your housing authority).
 - you'd like to transfer.

Step Three – Enter your

address, and type of

name, tenant number,

payment (e.g. rent) in the

memo field. This information is necessary for your housing authority to identify you and the type of payment you're

- making. Transfers Transfers Transfers Pending Request
 Settings Pendina Request
 Settings Request
 Settings Pendina Send INTERAC e-Transfer® Send INTERAC e-Transfer® Send INTERAC e-Transfer® From: Select Account From: Select Account From: Select Account Select Recipient To: To: Select Recipient To: Select Recipient Amount: Amount: Amount: Name, tenant #, address, type Memo: Memo: Tenant number and address Memo: Tenant number and address Do not provide the answer to the security Do not provide the answer to the security Do not provide the answer to the security question in the Memo field. question in the Memo field. question in the Memo field.
- 5. Check your information to make sure it is correct.
- 6. Select send. You will receive a message that the e-transfer was sent and received (when your housing authority receives the payment).

Qs & As

- What types of payments can I make to the housing authority using e-transfers?
 - A You can use e-transfers to pay your monthly rent, part or all of a repayment, service fees, or repair fees. Please note the type of payment you're making in the memo (or message) field on the e-transfer (with your name, tenant number, and address).
- Can someone else make a payment on my behalf using an e-transfer?
 - A Yes, anyone can make a payment on your behalf. The person making the payment on your behalf needs to include your name, tenant number, address, and the type of payment (for example, rent) in the memo (or message) field on the e-transfer to make sure that the housing authority knows who the payment is for.

- Can I set up an e-transfer as a recurring payment with the housing authority?
 - A No, you cannot set up a recurring e-transfer payment. You'll need to do an e-transfer each time you make a payment. However, once you set up the e-transfer to your housing authority the first time, you'll be able to select your housing authority from the available recipients/payees (which makes the process a bit quicker).

You can also talk to your housing authority about different ways to set up a recurring payment (for example, pre-authorized payments).

- O How long does an e-transfer payment take to appear on my account with the housing authority?
 - A E-transfer payments made to your housing authority will be received no later than one business day after you've made the payment.
- Q Will the housing authority mail me a receipt for the e-transfer payments?
 - A No, you will not receive a e-transfer payment receipt by mail; however, your confirmation of payment will be placed on your tenant file. You'll also see that the payment transaction is complete on your online banking account.
- What if I do not receive a message on my online banking system or app that my payment has been received by the housing authority?
 - A You'll receive a message when your housing authority's automatic deposit receives your payment; this should take no more than one business day after you make a payment. If after two business days, you haven't received a message that your payment has been received, contact your bank or credit union to check if the payment went through.
- What if my e-transfer system requires that I add a security question and answer so I can add a new recipient/payee?
 - A If your system requires that you add a security question and answer, then use:
 Question: What HA do I live in?
 Answer: TBHANB

CONTACTS

If you have any questions, or need help setting up an e-transfer payment, please contact:

The Battlefords Housing Authority Phone#: 306-445-4393 or email: <u>finance.battlefords@housingauthoritysk.com</u>