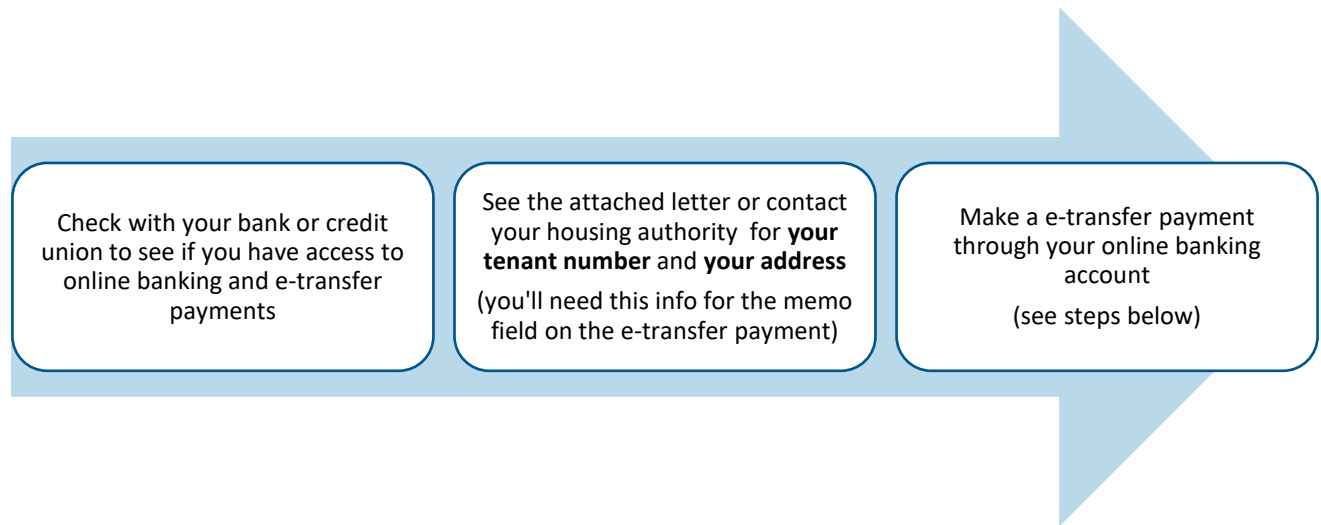


MAKING PAYMENTS USING E-TRANSFERS

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



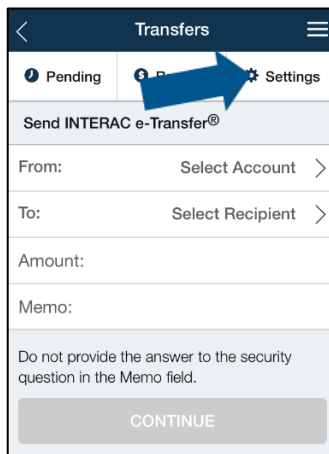
TO MAKE YOUR PAYMENT

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

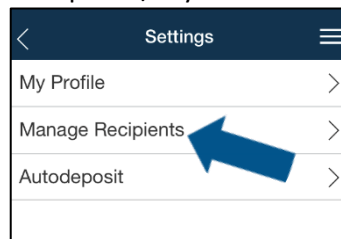


2. Add a recipient/payee (this will be your housing authority). Note: The next time you send an e-transfer, you'll be able to select your housing authority from your list of available recipients/payees.

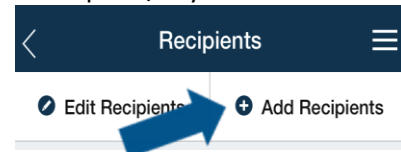
▪ Step One – Select Settings.



▪ Step Two – Select Manage Recipients/Payee.

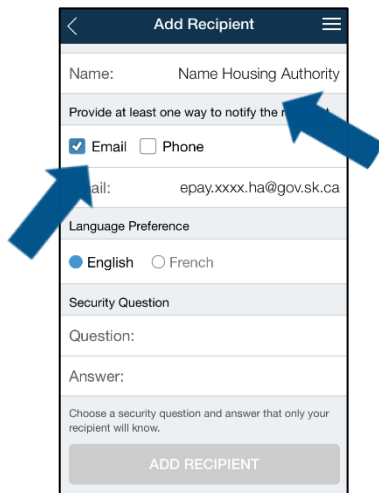


▪ Step Three – Select Add Recipient/Payee.



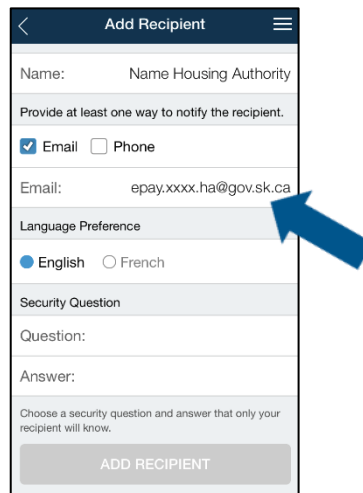
3. Enter recipient/payee email.

▪ Step One – Enter the name of your housing authority and select email.

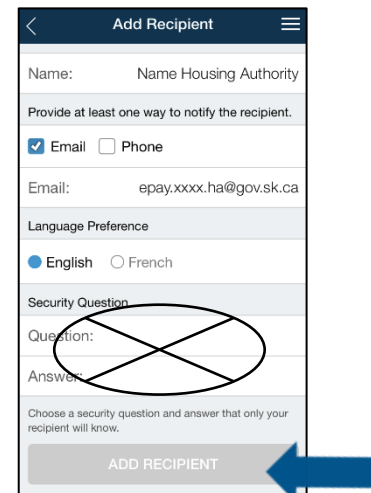


▪ Step Two – Add the housing authority email address. For Saskatoon HA, enter:

epay.saskatoon.ha@gov.sk.ca

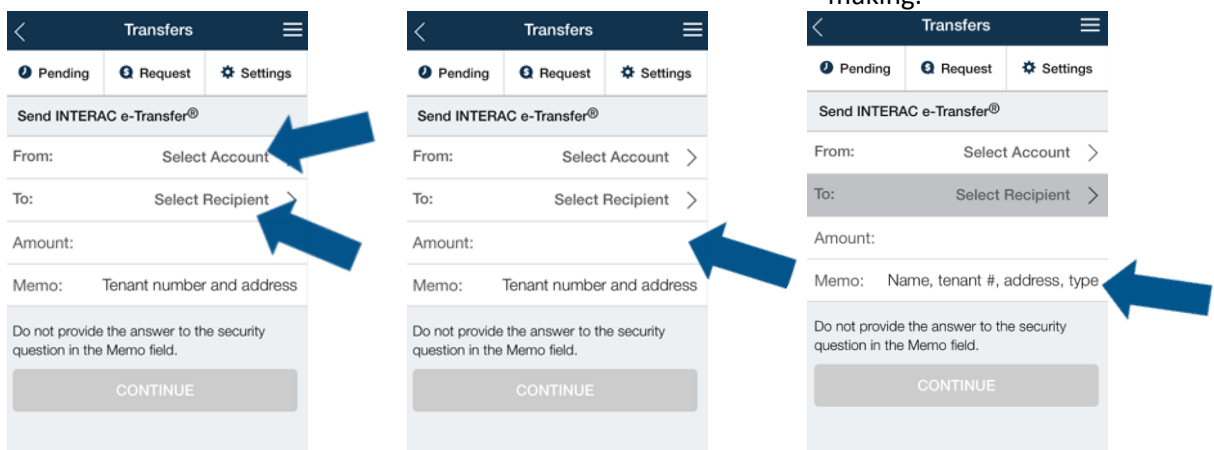


▪ Step Three – Select add recipient/payee; **do not** add the security question and answer; your housing authority has automatic deposit and doesn't require it.



4. Send transfer.

- Step One – Select the account you’d like to transfer money from (or out of) and the recipient/payee (your housing authority).
- Step Two – Enter the amount you’d like to transfer.
- Step Three – Enter your **name, tenant number, address, and type of 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.



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

Q 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).

Q 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.

Q 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).

Q 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.

Q 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.

Q 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 housing authority do I currently live in?
Answer: Saskatoon Housing Authority

CONTACTS

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

Saskatoon Housing Authority
525 – 24th Street East
Saskatoon SK S7K 0K9
306-668-2700