

Date: [Insert Date]

Subject: Guide to Setting Up Automatic Rent Payments

Dear [Tenant Name],

To make paying your rent more convenient and to ensure timely payments, we are pleased to offer an automatic payment (ACH/Auto-Pay) option. Please follow the instructions below to configure your account.

Option 1: Online Resident Portal

1. Log in to your account at: [Insert Website URL]
2. Navigate to the "Payments" or "Billing" tab.
3. Select "Set Up Auto-Pay."
4. Enter your bank routing number and account number.
5. Choose the payment date (e.g., the 1st of every month).
6. Save your settings.

Option 2: Bill Pay via Your Personal Bank

1. Log in to your personal online banking app or website.
2. Select "Bill Pay" and "Add New Payee."
3. Enter the following details:
 - o **Payee Name:** [Insert Landlord/Company Name]
 - o **Mailing Address:** [Insert Payment Address]
 - o **Account Number:** [Insert Tenant Account Number or Unit Number]
4. Set the payment as "Recurring" for the [Insert Day] of each month.

Important Reminders:

- **Verification:** It may take one billing cycle for automatic payments to begin. Please monitor your account for the first month.
- **Insufficient Funds:** Ensure your account has sufficient funds on the scheduled date to avoid bank fees or late charges.
- **Updates:** If you change your bank account, you must update your payment profile at least [Insert Number] days before the next rent due date.

If you have any questions or require assistance with this setup, please contact our office at [Insert Phone Number] or [Insert Email Address].

Sincerely,

[Management/Landlord Name]

[Property Name]

[Contact Information]