



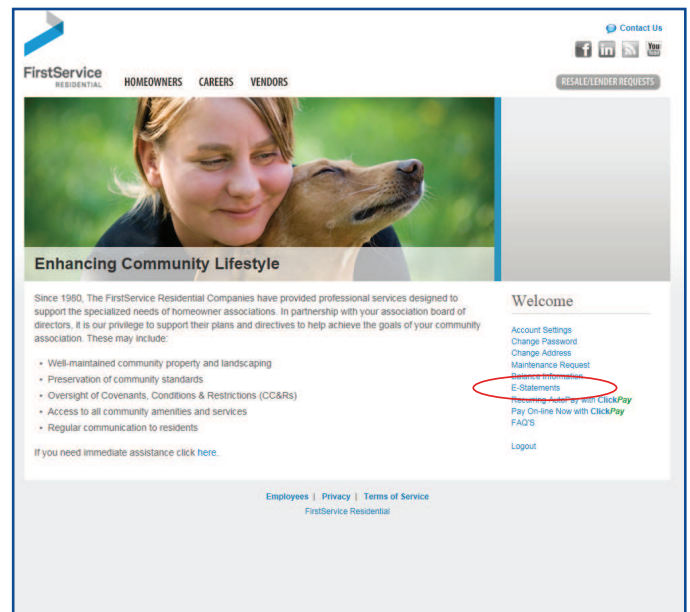
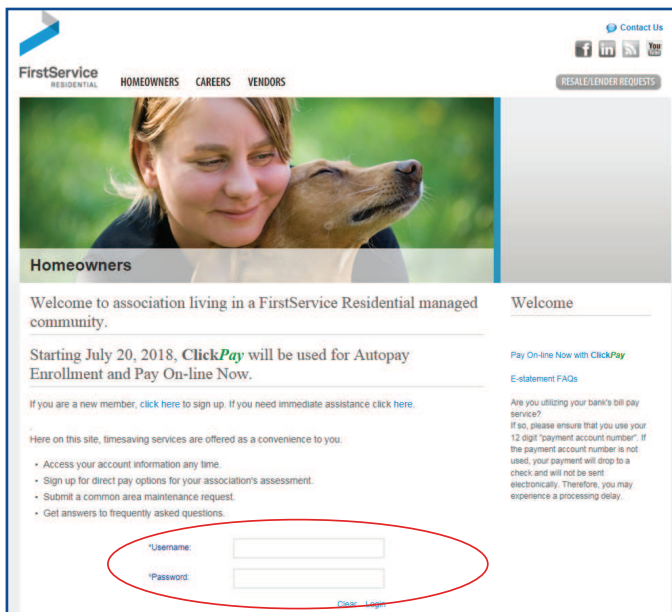
We're excited to announce that FirstService Residential has partnered with WelcomeLink to provide you, the resident, with enhanced monthly statements. With this upgraded E-Statement experience, you can view up to 18 months of archived statement history, where available. The following is an overview of the enhanced E-Statement experience, including instructions for how to sign up:

1 > Login to FirstService Residential

Go to www.fsr-california.com/homeowners and login to the FirstService Residential California website. If you do not have an account with FirstService Residential California, you will be required to create one.

2 > Click "E-Statements"

Once you have logged in, you may access the E-Statement system by clicking the "E-Statements" link under the Welcome menu. New users will be required to sign-up and validate their email address. Returning users will be able to view and manage delivery of their statements.





3 > Sign-Up

Enter your contact information and approve the Terms of Use of the Electronic Statement Service. Upon clicking 'Sign-Up', an activation link will be sent via email.

E-Statement Sign-Up

Welcome to the E-Statement website, a convenient way to access statements online, 24 hours a day.

Sign up is easy:

1. Complete the form below.
2. Retrieve the validation email: "E-Statement Validation Email."
3. Look for the monthly email notifications: "Your Statement is Available."
4. Login to view up to 18 months of statements.

Name:

Email:

Phone:

I have read and agree to the [Terms of Use](#)

[Privacy & Terms](#)

Sign Up

4 > Validate Your Email

Click the link to verify your email address and complete your E-Statement registration. Note: If you do not validate your email, your registration will be incomplete and you will not receive electronic statements. The activation email may hit your Junk/Spam folder. To guarantee proper delivery, please add estatements@welcomelink.com to your safe senders list.

E-Statement Email Validation
estatements@welcomelink.com
Sent: Wednesday, May 6, 2015 at 4:01 PM
To: Homeowner

FirstService
RESIDENTIAL

Hello Homeowner,

Thank you for signing up for E-Statements! You are almost done setting up your account. Please click the activation link below to validate your email address:

[Validate My Email Address](#)

After completing the account setup, you will begin receiving monthly notifications to inform you that your statement is ready for viewing. You can access archived statement history or make changes to your account by logging in at the [FirstService California homeowner site](#).

Sincerely,

WelcomeLink E-Statement Customer Service
Phone: (855) 325-2016
Email: processing@welcomelink.com

Please add estatements@welcomelink.com to your Safe Senders List to ensure delivery of your e-Statements.

Powered by WelcomeLink
EID: 712KUABL

5 > View Your Statements

You will receive a monthly email notification to let you know when your statement is ready for viewing and a link to the login page will be provided. Selecting the "E-Statement" link under the Welcome menu will direct you to the E-Statement home page. From the home page, click the PDF icon that corresponds to the month and year of the statement that you would like to view.

E-Statement Viewer

Click the PDF icon to view your statement. You may update your settings, and view e-statement FAQs from the Options menu.

2015 April Statement

2015 March Statement

2015 February Statement

2015 January Statement

Options
[Settings](#)
[E-Statement FAQs](#)

6 > Manage Settings

Selecting the 'Settings' link will direct you to a screen where you have the ability to update your E-Statement address, resend a validation email, or update your statement delivery preferences.

E-Statement Settings

You may update your name, email, phone number, and delivery preference. To update, please make the desired changes and click "Update Settings." To return to your statement history, simply click "View Statements" located under the Options menu.

- Updating your name and/or phone number simply updates the information in the E-Statement database.
- If you update your email, you will be required to go through the validation process again. You will not be able to access online statements until you validate your email address via the "E-Statement Email Validation" email.
- If you change your delivery preference, it may take up to one billing cycle to become effective.

Name:

Email:

Phone:

Delivery Preference: I want to receive email notifications. Disable printed statements.
 I want to receive printed statements. Disable email notifications.

[Privacy & Terms](#)

Update Settings



Still have questions? Here are some FAQ's. If you find you need personal assistance with the process, please feel free to contact one of our helpful Customer Care Specialists at (855) 325-2016.

Q: How soon after I register will the e-statements begin?

A: It may take one billing cycle for your statement to be sent by e-mail; therefore, you may receive one more statement by U.S. mail before e-statements go into effect.

Q: Who should I contact if I don't receive my e-statement?

A: Please send an email to team@welcomelink.com or call (855) 325-2016.

Q: What day of the month should I expect to receive my e-statement?

A: You should expect to receive your e-statement around the 20th of the month.

Q: If I stop e-statements, how long will it take before I start receiving my statement by U.S. mail again?

A: It may take one billing cycle for your statement to be sent by U.S. mail; therefore, you may receive one more statement by e-mail before you start receiving them by U.S. mail again.

Q: How do I restart e-statements?

A: You may restart e-statements by logging into your FirstService Residential Homeowner account and selecting "Settings" located on the right side of the page. Select the "I want to receive email notifications" box and click Update Settings.

Q: If I receive a newsletter with my paper statement, how will I get it with my e-statement?

A: Your newsletter will appear as another page of the e-statement document that you receive by e-mail.

Q: What can I do if I can't view the e-statement document on my computer?

A: E-statements are provided in PDF format. Viewing them requires Adobe Acrobat Reader, which is a free downloadable software program available by clicking here:
<http://www.adobe.com/products/acrobat/readstep2.html>

Q: If I own more than one unit in an association, can I register just once for e-statements and receive all of my statements by email?

A: Each unit has a unique account number in our database. You will need to register separately for each account in order to receive E-statements.