



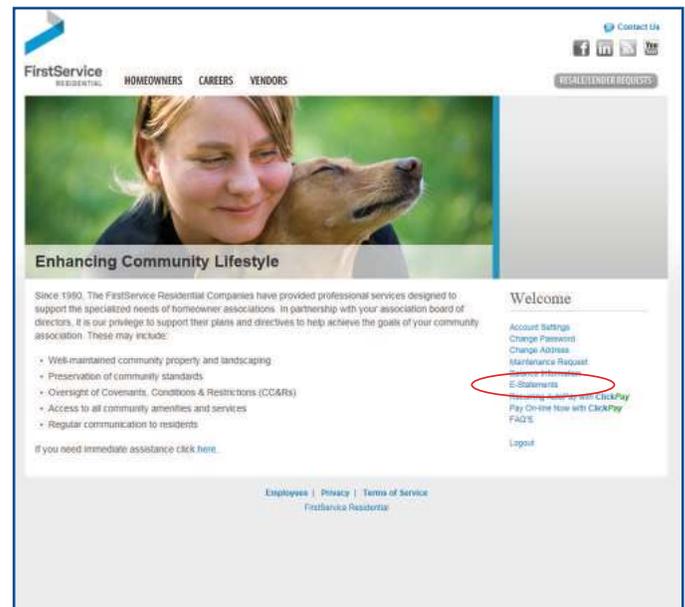
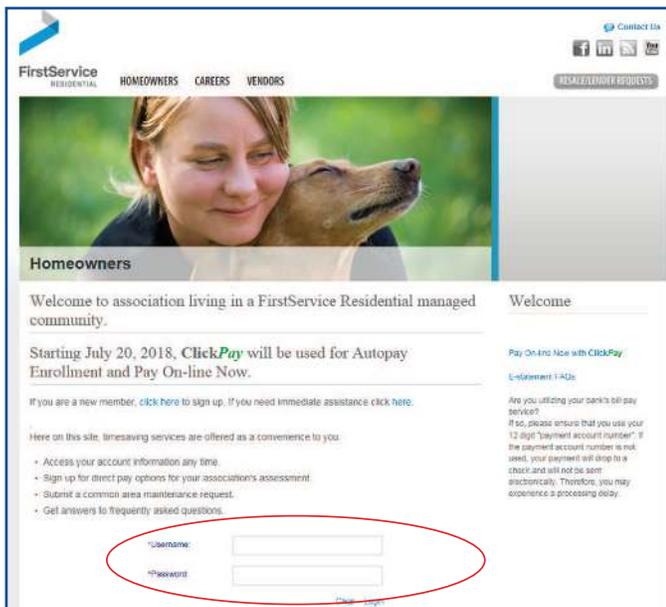
We're excited to announce that FirstService Residential has partnered with WelcomeLink to provide you, the resident, with enhanced monthly statements. With this upgraded E-Statement experience, you can view up to 18 months of archived statement history, where available. The following is an overview of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

## 1 > Login to FirstService Residential

Go to [www.fsr-california.com/homeowners](http://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.

## 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](mailto:estatements@welcomelink.com) to your safe senders list.

## 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.

## 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.



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](mailto: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.