

Pre-Authorized Debits (PADs) Info Sheet

Q: How do I sign up for PADs?

A: You will obtain a PAD agreement by contacting the Dorset office or by visiting our website. Fully complete the agreement. Send the completed agreement along with a void cheque of your bank account to our office by mail, email, or fax.

Q: What are the deadlines?

A: Enrollments, reenrollments, changes of bank information, and terminations MUST be received by Dorset's office on or before the 15th day of the month or the previous business day should the 15th be a non-business day prior to the next scheduled debit.

Q: What if I have missed the deadline, i.e., the 15th of the month?

A: New enrollments will NOT take effect until two months after. You will be responsible to pay for any fees due prior to the effective date of your PAD. For example, Dorset's office receives your enrollment on June 18th. The PAD will not take effect till August 1st. You must arrange to pay for your fees due prior to August 1st by cheque (or cash if you wish to do so in person).

Q: Can I ask Dorset to debit my account for the amount owing prior to the effective date of my PAD?

A: Yes, but the authorization must be in writing, dated and signed. You may write us a note to authorize us to debit your account for a specific amount. Alternatively, you may contact our office for an Owner Ledger of your account, specify on that ledger which outstanding item(s) you like to authorize us for the one-time debit, date and sign the ledger. Send the ledger to our office by email, mail, fax, or in person.

Q: Why do you need 15 days to process my PAD agreement?

A: The Rule H1 of the Canadian Payments Association requires the PADs payees (Dorset Realty in our case) to provide 10 days written notice to the payor prior to the first scheduled debit. We may NOT process your first PAD without having given you the 10 days written notice. Besides, our office does require time to properly set up each PAD.

Q: May I just fill in what I know on the PAD agreement and send it to you?

A: The Pre-Authorized Debits (PADs) Rule H1 Payor's PAD Agreement must be fully completed. In pursuance of the H1 rules of the Canadian Payments Association, we may not process your PADs until a completed agreement has been received by our office. If you do not know how to read the FI or Bank number (3 digit), the Transit or Branch number (5 digit), and/or the Account number from your void cheque, you may consult your financial institution for the proper info. Some financial institution provides PAD forms that they fill out for you

which you may use to complete the agreement. Regardless, you have to complete the agreement before Dorset may start debiting your account.

Below is a capture of the numbers required on the PAD Agreement from a sample void cheque. Please also note the Financial Institution (Canada Trust) and the Financial Institution Address (below Canada Trust) that need to be filled out on the PAD Agreement.



Q: Why does it say Personal or Business on the PAD agreement?

A: The Canadian Payments Association requires all PAD payors to indicate the type of their bank account. Dorset may not proceed with the debits without you indicating what type of bank account you are holding, either personal or business.

Q: I made a typo on the PAD agreement. Could I just strike out the typo and put down the correct info?

A: Minor errors are acceptable on the agreement. Please kindly **initial** beside each minor typo. Please note that Dorset Realty is authorized to debit your bank account by you as per the PAD agreement. If there is any info that is unclear, we may incur unnecessary confusion and possible issues going forward. It is highly recommended to fill out a fresh PAD agreement if mistakes have been made on the initial one.

Q: May I give you a void cheque of any kind?

A: ONLY savings, chequing, or savings-and-chequing accounts can be debited. Any other accounts will be rejected by the bank. If you are unsure what type of account you are holding, please kindly refer to your financial institution.

Q: I don't have a phone number. May I just leave the phone number fields blank?

A: Please clearly indicate that you do not have a phone number in the telephone number fields. The telephone number field is one of the mandatory fields required by the Canadian Payments Association.

Q: I like to pay my strata fees and parking by PADs. The PAD agreement that I received from your office says strata fees on it. May I put parking somewhere on the agreement and initial beside that in order for you to debit my account for my parking as well as strata fees?

A: No, the PAD agreement that our office usually sends out is only for strata fees payments. There are separate PAD agreements for parking and storage locker. You may obtain those separate agreements by contacting our office or visiting our website.

Q: I own three (3) units in the same strata property. Could I send you one PADs agreement to cover the strata fees payments for all three units?

A: No, a separate PAD agreement is required for each unit.

Q: I like to pay my Special Levy by PAD. Could I obtain the PAD agreement for the Special Levy?

A: Dorset accepts PADs for Special Levy ONLY when the Levy was approved by the owners at the General Meeting in certain way, namely, monthly installments. Dorset does NOT take PADs for Special Levy payments that are less or more frequently than monthly, 12 months a year.

Q: My sister used to pay for my strata fees by PADs when I was out of town. I just returned to town and like to start paying the strata fees myself. May I terminate the PADs that my sister signed up for and enroll my own?

A: The PAD agreement is in effect until our office has received written notification from the payor of its change or termination. You may not terminate the PAD agreement that you sister signed in the first place. Please have your sister write to our office to terminate her PAD. Then you may sign up for your own PADs.

Q: How does the administration fee of \$25.00 plus applicable taxes work?

A: Dorset has been handling the initial setup and the permanent termination of the PADs at NO charge to the strata corporation and the strata owners. However, we charge an administration fee of \$25.00 plus applicable taxes (\$26.25 with GST, \$28.00 with HST, or whatever the applicable tax rate is) for any changes in between each time. A cheque payable to your strata plan number is required when you send in your changes, reenrollments, etc.

Q: What if I sent you the PAD agreement and the void cheque but not the admin fee of \$25 plus taxes?

A: When an administration fee of \$25.00 plus applicable taxes is applicable, Dorset will charge up your account the amount owing. If you do not send a cheque to cover the administration fee, our office will still process your PAD provided that all info is complete. The administration fee will remain outstanding on your account with your strata corporation. Your account will be in arrears in that case.

Q: How do I change the bank account for my PADs? Do I just send you a new void cheque?

A: No, you may not send our office just a new void cheque. Similar to the initial PAD enrollment, you will obtain a PAD agreement by either contacting our office or visiting our website. Fully complete the agreement. Send the completed agreement along with the new void cheque as well as a cheque for \$25.00 plus applicable taxes payable to your Strata Plan number to our office.

Q: I have to stop my PADs for a few months. How do I go about that? Will I be charged the \$25 admin fee?

A: You will have to terminate your PADs with us by providing us written notice. When you like to restart your PADs, you will have to reenroll. Yes, you will be charged the \$25 (plus taxes) admin fee for the reenrollment.

Q: I own two (2) units in the same strata complex. I need to change the bank account for the two PADs that I signed up for the two units. As I am paying the strata fees by the same account, will I be charged the \$25 admin fee once?

A: The administration fee of \$25 plus applicable taxes applies to EACH unit, not to each bank account. Regardless whether you are paying for the two units by the same bank account or different bank accounts, you will be charged \$50 plus applicable taxes for the two separate PAD changes for the two units.

Q: I signed up for PADs for my strata fees and my storage locker fees. I need to change the bank account for both PADs. How much admin fees will you charge me?

A: As long as you change the bank info for both of the two PADs for the same unit at the SAME time, only one administration fee of \$25 plus applicable taxes will be charged.

Q: How do I cancel my PADs?

A: You may obtain a sample cancellation form at your financial institution or by visiting Canadian Payments Association's website, www.cdnpay.ca. Alternatively, you may email general@dorsetrealty.com for a sample cancellation form.

Q: How do I find out more about PADs?

A: Please visit Canadian Payments Association's website, www.cdnpay.ca.