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NOTICE: New Rent Payment Method: EFT

Dear Resident,

In our efforts to keep Horizon staff and residents healthy, **we are not currently accepting rent payments by debit card**. We are now accepting Electronic Fund Transfers (EFT) as an option for paying rent at all Horizon buildings.

What is an EFT?

An EFT, sometimes called “e-transfer”, is a way to email money securely to a recipient directly from your bank account.

How do I set up EFT?

To pay rent by EFT, you must have personal online banking set up. If you don't have personal online banking, call your bank for assistance to set it up.

EFTs can be made on a computer or mobile app. Some banks allow you to send EFTs via telephone banking.

I have online banking, how do I send an EFT to Horizon for my rent?

1. On your online banking platform, select the EFT option (“Interact E-Transfer”, “Send money”, “Email money”, etc. – each bank has slightly different wording).
2. Input **accountsreceivable@horizonhousing.ab.ca** as the email recipient.
3. Enter the amount of rent owed.
4. **IMPORTANT STEP:** In the notes or message section, enter your resident code. Your resident code is the initials of your building name and your unit number. For example, a resident living at Heritage Gardens in unit 901 enters resident code “HG 901”. **This step allows us to know who is sending rent and for what unit and building.**
5. Send the EFT.

What other payment options do I have?

There are still three other methods of rent payment:

- Pre-Authorized Debit (PAD)
- Cheques from third parties
- Cheques or money orders under office door

If you have any further questions about EFT rent payments, please contact Resident Services at 403-297-1746 or tenantrelations@horizonhousing.ab.ca.

Thank you for your attention,

Horizon Housing