

Dear Residents,

Several weeks ago, we informed you of our new payment platform - Bilt. We received feedback concerning the difficulty of navigating the Bilt site to sign up for a new payment method. We also received objections to the solicitations for the Bilt Mastercard on the site and we want you to know that we heard you. We worked with Bilt over these past few weeks to simplify the sign-up process. If you have already successfully set up your Bilt account, you do not need to do anything further. Please be sure that you have cancelled your ClickPay account as we cannot cancel it for you. Please go to the website noted below to set up your account.

Please also note the following:

1. If you have already set up your March 2024 payment through ClickPay that is fine. You do not need to cancel it now as your building will receive these funds.
2. That payment should be your LAST payment made through ClickPay. ClickPay will be deactivated as of March 15th, 2024. **You will need to set up a new Bilt account as soon as possible.**
3. Our lockbox address has changed (if you mail your check this is the address where it should be sent). Please note the new address if you mail your check. If you use a bill paying service through your bank, you will need to update this through your bank website.

Douglas Elliman c/o Bilt CC, PO BOX 27134, Newark NJ, 07101

To cancel your ClickPay autopay: Log in to your account at ClickPay and click disable autopay. Then go to “Payment Options” and remove your banking details.

To set up your BILT account go to paywithbilt.com/DouglasElliman

Please use this link for step by step sign up instructions: <https://bit.ly/bilt-depm>

Bilt works similarly to ClickPay offering the options to pay either via ACH automatic withdrawal from your bank account (no fee) or payment via credit card (fees applicable). **Residents are encouraged to set up their accounts to pay the full balance due to the monthly amount may vary due to miscellaneous & other charges.**

In addition, dedicated support channels are available in case you have questions:

- DEPM Bilt Helpline DepmBiltHelp@ellimanpm.com 212-692-6125
- Complete our online help form at: [BILT Inquiry Form](#)
- Visit the Bilt help center: <https://biltrewards.zendesk.com/hc/en-us>

If you have questions regarding the **reward points program**, please contact:

support@biltrewards.com or refer to Bilt's [FAQs](#) for any questions you have.

Douglas Elliman Property Management