



Use Interac's *Email Money Transfer* to Make a Payment on Your Account... *It's Simple, Quick and Safe!*

If you bank online, you can take advantage of Interac's *Email Money Transfer* to pay your rent without having to leave your home. Using the *Email Money Transfer* is easy. Simply log in to your online banking account and follow these simple steps (Note: There may be a fee charged by your bank for this service):

1. Locate Interac *Email Money Transfer*, usually found in the Transfer/Payments menu on the left side of the screen.
2. Fill in the *Email Money Transfer* information:
 - a. Recipient's Email Address: please use **payments@hnhousing.ca**
 - b. Payment Amount: please enter the amount you wish to pay.
 - c. Account: choose the account you wish the funds to come from.
 - d. Security Question: please enter **Housing**
 - e. Answer: you will be asked to provide the correct answer to the Security Question to ensure the secure transfer of your funds. Please enter **Home25** (be sure to use an uppercase "H" and no space before the number).
 - f. Message: **please enter your name and the address of the property the payment is for.**
3. Within 30 minutes of sending the money we will receive an email. It contains a link that allows us to accept and deposit the funds into our bank account. Please note that:
 - a. The money will not be withdrawn from your account until we receive the email and successfully answer the security question. **On weekends or after office hours, the transfer will not be able to be completed until the next business day and the funds will remain in your account until that time.**
 - b. If you make a mistake, you can cancel the money transfer at any time before it is deposited by the Housing Corporation.
4. You will receive a confirmation email from Interac when your money has been successfully deposited into your account at the Housing Corporation.
5. If you do not receive a confirmation email within two hours of sending payment (during regular business hours) it is your responsibility to immediately follow-up with the Housing Corporation to determine the payment status. Payments made after hours will be processed on the next business day.

For more information on *Email Money Transfer*, please see your bank's website or visit Interac's website at: <http://www.interac.ca/en/interac-e-transfer-consumer.html>

Please Note:

1. We can only acknowledge deposit Interac *Email Money Transfers* into our account which we receive between the hours of 8:30 a.m. and 4:00 p.m. on Monday through Friday (excluding holidays). Any Email Money Transfers we receive after 4:00 p.m. will be received and acknowledged the following business day.
2. It is very important that you include the correct security answer in your transfer (It is: **Home25**) and that you **include your name and the address** the payment is for in the message section so that we may credit the correct account. Failure to do so will result in a delay of the money transfer.