

To provide your residents, homeowners and owners with simpler pricing, we are adjusting the payment card fee structure for customers using our Online Payments Platform. This new card fee structure will provide clearer pricing and will reduce the fees associated with most payments, with the same great experience and flexibility.

Starting on 10/26/2020, under the new card pricing, residents, homeowners and owners will pay 2.99% for credit card transactions (with a minimum fee of \$3.50) and \$9.99 for debit card transactions. Users can continue to make payments with eCheck at no additional cost. To ensure that your customers have advanced notice, we will be messaging them prior to this change.

As we continue to enhance our Online Payments Platform, we're committed to providing you and your customers with the best experience possible. We hope that this update makes it even easier for your customers to leverage online payments.

Here are a few resources that you can share to help answer any questions from your [residents](#), [homeowners](#) and [owners](#).

Sincerely,
AppFolio Payments Team