

**Q: Does the City of Medicine Hat accept credit card payments for utilities, property taxes or accounts receivables?**

A: No, the minimum costs associated with credit cards are high (1.8% per dollar) and these fees would have to be passed back to our customers. For example, if approximately 50% of tax and utility customers paid by credit card, it would result in \$2,430,000 in bank fees. These banking fees would have to be passed back to our customers through the annual tax rate. The increase in taxes to accommodate credit card fees would not be fair or equitable to customers that do not pay by credit card.

**Q: Can I pay my utilities, property taxes or accounts receivables with a credit card if I pay the transaction fee associated with it?**

A: Yes, you can pay by credit card through a company called PaySimply and they will bill you the transaction cost directly through their website [www.paysimply.ca](http://www.paysimply.ca).

**Q. Who is PaySimply?**

A: PaySimply is an online payment platform that provides a convenient and secure way to make payments with your credit card and earn the rewards.

**Q: Why should I pay with PaySimply?**

A: Making payments through PaySimply is as simple as any other online transaction you have made with a credit card. You can use your existing MasterCard or Visa, and there is no registration required to use the service. For more information about making payments through PaySimply, visit [www.paysimply.ca](http://www.paysimply.ca).

**Q: What will the additional cost to me be if I pay with a credit card?**

A: PaySimply assesses a convenience fee for the service, a percentage of the total amount of the payment.

Credit Card – 2.5% of the transaction amount  
Interac / eTransfer – 1% of the transaction amount  
PayPal – 2.29% of the transaction amount

**Q: Why am I being charged a fee?**

A: PaySimply provides their payment platform to simplify the payment process, while providing a convenient and flexible option for customers. The fee that is assessed is one that is typically paid by the merchant for accepting credit cards, and covers the costs of processing credit card transactions.

**Q: Does the Municipality retain any of the fees being charged?**

A: No, the fee that PaySimply assesses covers their cost of processing credit card payments and is totally independent of the Municipality. The Municipality does not receive any portion of this fee.

**Q: If I make a payment online with my credit card through PaySimply, how long does it take for the payment to go through?**

A: Normal credit card processing times apply. Payments are approved instantly, and processing may take from 3 - 5 business days. Contact a PaySimply payment specialist if you have any questions. Go to [www.paysimply.ca](http://www.paysimply.ca) for more information.

**Q: How do I make a payment?**

A: Go to [www.paysimply.ca](http://www.paysimply.ca),

- In the search engine, simply key in “City of Medicine Hat.” It will bring up 3 options:
  - Medicine Hat (City) - Accounts Rec
  - Medicine Hat (City) - Taxation
  - Medicine Hat Alta, City of - Util
- Choose the bill you need to pay, Accounts Receivable, Taxation or Utilities.
- Enter your account details:
  - Email Address
  - Account Holder Name
  - Account Number
  - Payment Amount

*Note: Accounts Receivable account numbers start with an 8 and are 6 digits.  
Taxation roll numbers start with a 1 and are 6 digits.  
Utility account numbers start with a 5 and are 13 digits.*

- Choose payment option and complete transaction.

Your account will be credited once the processing is complete. Generally, 3 – 5 business days.

**Q: Is there a PaySimply Mobile app?**

A: Yes. On the app you can save your credit card to make convenient repeat payments, and setup notifications to be reminded when your tax payments are due.

**Q: Can I still pay in person?**

A: Yes, we are simply adding a new option that allows you to make payments with a credit card. Credit cards cannot be used when making in person payments.