WM is launching new ways for customers to pay and payment policy changes

We are excited to share that WM has partnered with Paymentus, a leading third-party billing and payment solutions provider! This partnership aims to enhance the efficiency and transparency of our online payment process, ultimately benefiting all our customers with greater self-service capabilities, including expanded payment options, anytime-anywhere payments, and automated payments.

What This Means for Your Residents and Businesses

- The enhanced online bill pay platform features expanded payment options and greater self-service capabilities. Customers can pay their WM bills by electronic debit from a bank account (using the Automated Clearing House, or ACH, network in the U.S. or Pre-Authorized Debit, or PAD, in Canada) or by credit card, debit card, and digital wallet providers such as Venmo, PayPal, Apple Pay, and Google Wallet.

- For payments made using credit cards, debit cards, and digital wallets, Paymentus will charge a $1.99 USD / $2.75 CAD convenience fee per transaction for residential service and a $9.99 USD / $13.75 CAD convenience fee for commercial service. These fees are subject to change over time.

- Customers who pay their invoice using direct debit (ACH/PAD) from a bank account will not pay any convenience fee.

- The convenience fee amount will be disclosed to customers during the online or automated phone system bill payment process. Customers will have the opportunity to consent to the fee or choose to pay by direct debit (ACH/PAD) from a bank account based on preference.

- Online payments made via card or digital wallet options will be limited to $50,000 per transaction.

Who This Impacts

- All customers who pay their WM bill through wm.com or automated phone system using credit cards, debit cards, digital wallet providers such as Venmo, PayPal, Apple Pay, and Google Wallet, or by direct debit (ACH/PAD) from a bank account. Note that digital wallet provider payments are not available when paying via the automated phone system. Convenience fee exclusions may apply where prohibited by contract or applicable state or provincial law.

- **One-Time Payments** – Our new online payment platform powered by Paymentus is scheduled to “go live” on **August 23, 2024**.

- **New AutoPay** – Customers who enroll in WM’s AutoPay program on or after **August 23, 2024**, will be given the choice to make their automatic payments by direct debit (ACH/PAD)

from a bank account and thereby avoid paying any convenience fees, or to make their automatic payments by credit card, debit card, or digital wallet providers which will include a convenience fee with each automatic payment.

- **Existing AutoPay** – By November 1, WM will contact customers already enrolled in AutoPay and ask them to choose their new preferred payment method for automatic payments: direct debit (ACH/PAD) from a bank account, which will not include any convenience fee; or credit card, debit card, or digital wallet option, which will include the Paymentus convenience fee charge with each automatic payment.

Preparing Our Customers

As with any change, your community may have questions. In anticipation of this, we've created a comprehensive communication plan, which includes but is not limited to:

- Dunning message on the front of WM invoices (see Attachment A for sample)
- Email communication targeted to customers who are on AutoPay paying via credit card or have paid using a credit card in the last 12 months (see Attachment B for sample)
- Landing Page with FAQs: www.wm.com/payments
- Support articles, WM Chatbot Update, banner alerts and other updates to wm.com

We appreciate your business and look forward to continuing to provide you with superior service.

Attachment A.

WM invoice dunning message

INVOICE

Page 1 of 2

To view your Insert Click the link below: INSERT1

Customer ID:
Customer Name:
Service Period:
Invoice Date:
Invoice Number:

How To Contact Us	Your Payment Is Due	Your Total Due
Visit wm.com To setup your online profile, sign up for paperless statements, manage your account, view holiday schedules, pay your invoice or schedule a pickup Customer Service:	Due Upon Receipt If full payment of the invoiced amount is not received within your contractual terms, you may be charged a monthly late charge of 2.5% of the unpaid amount, with a minimum monthly charge of $5, or such late charge allowed under applicable law, regulation or contract.	$36.36

Previous Balance	+	Payments	+	Adjustments	+	Current Invoice Charges	=	Total Account Balance Due
36.36		(36.36)		0.00		36.36		36.36

IMPORTANT MESSAGES

In August WM will launch a new bill payment system powered by Paymentus, providing the convenience of paying bills by direct debit from a bank account, credit or debit card, or digital wallets like Venmo and Apple Pay. When paying by card or digital wallet, Paymentus will charge a convenience fee per payment of $1.99 ($2.75 CAD) for residential and $9.99 ($13.75 CAD) for non-residential service. Direct debit from a bank account will not incur a fee. Visit wm.com/payments to learn more, or log in to My WM to update your payment method

Please detach and send the lower portion with payment --- (no cash or staples)

WASTE MANAGEMENT COLLECTION AND RECYCLING, INC.
PO BOX 43530
PHOENIX, AZ 85080
(714) 558-7761
(949) 642-1191
(866) 522-8040 FAX

Invoice Date	Invoice Number	Customer ID (Include with your payment)
Payment Terms	**Total Due**	**Amount**
Due Upon Receipt	$36.36	

2884000013625885004052985360000000363600000003636 5

10274888

Remit To: WM CORPORATE SERVICES, INC.
AS PAYMENT AGENT
PO BOX 541008
LOS ANGELES, CA 90054-1008

Printed on recycled paper.

214-2003001-2884-4

In August WM will launch a new bill payment system powered by Paymentus, providing the convenience of paying bills by direct debit from a bank account, credit or debit card, or digital wallets like Venmo and Apple Pay. When paying by card or digital wallet, Paymentus will charge a convenience fee per payment of $1.99 ($2.75 CAD) for residential and $9.99 ($13.75 CAD) for non-residential service. Direct debit from a bank account will not incur a fee. Visit wm.com/payments to learn more, or log in to My WM to update your payment method.

NOTE: Actual rate will be shown for US or Canadian customers as applicable

Attachment B.

Sample customer email message (draft communication subject to change)

Log In

Draft Example

Coming Soon

Changes to Our Payment Platform

WM is excited to announce the launch of an all-new digital bill payment system powered by Paymentus, a best-in-class electronic bill payment solutions provider, that will provide a more flexible and comprehensive online bill-management experience.

Your current payment method will transfer to the new system. **If you currently pay by card and want to avoid Paymentus' convenience fee, please log in to My WM and update your payment method to direct debit from a bank account.** Visit **wm.com/payments** for more information.

Learn More | Billing Preferences

What's Changing?

More Ways to Pay

In addition to direct debit from a bank account and credit or debit card, you will soon be able to pay by other popular digital wallet services like Venmo, PayPal, Apple Pay, and Google Wallet.

Paymentus Conveniece Fee

Paymentus will charge a flat convenience fee of $1.99 per transaction for residential service and $9.99 for non-residential service, as applicable, for payments made by card or digital wallet methods.

One-time or automatic payments made by direct debit from a bank account will not incur a convenience fee. Log in to **My WM** to update your payment method today.

Change Payment Method

Your Information

Customer ID
%Customer_ID%

Service Information
%House Number% %Street%
%City%, %State% %Zip%
%Service_Email_Address%

Download the My WM App

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800 Capitol Street, Suite 3000, Houston, TX 77002

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