

Changes to the way we can accept credit cards is a result of worldwide mandatory standards instituted by the Payment Card Industry (PCI). We are required to follow these new standards or we will be fined up to \$80,000 for non-compliance. These standards are in place to make telephone and in-person payments more secure; however, we regret any inconvenience the changes may make for you.



FKEC Payment Options: Find What Works Best for You

Online Bill Pay and Account Management

www.fkec.com/AccessAct/

Ideal for individual and multiple account holders paying by credit card or check, available 24/7

- One-time registration required
- View and pay your bill, access account history and usage, set-up auto pay and paperless billing, submit service requests, and update contact information.
- **Smart Hub Mobile App** is also available for registered members.

Online "Pay Now" Bill Pay

NEW OPTION

www.fkec.com/AccessAct/

Ideal for individual account holders paying by credit card or check, available 24/7

- **No registration required or password to remember.** All you need is your account number and the last name of the primary member or business name as it appears on your billing statement.
- This is a fast, easy, and convenient way to pay

Automatic, Recurring Bill Pay

Ideal for all individual and multiple account holders, hassle free

- **Complete a Bank Draft Authorization Form** and return the completed form to our office, along with a voided check.
- **OR Setup Recurring Credit Card or Bank Draft Payments** online
- To be eligible for the Electronic Funds Transfer, you must have a credit history free of returned checks within the past 24 months.

By Mail

Ideal for individual and multiple account holders

- Mail payment to: FKEC, P.O. Box 377, Tavernier, FL 33070
- **DO NOT** mail cash. Make checks payable to FKEC, write your FKEC account number on your check, do not forget to sign the check, and when possible use the envelope provided by FKEC.

Pay at an FKEC Location

Ideal for individual and multiple account holders paying with cash, check or credit card

- Tavernier Office: 91630 Overseas Hwy., Tavernier, FL 33070
- Marathon Office: 3421 Overseas Hwy., Marathon, FL 33050
- Lobby & Drive-through available Mon. - Fri., 8 a.m. to 5 p.m. **Credit cards are no longer accepted at the drive-through** (credit card terminals must be used inside).

By Phone, 855-385-9912

Ideal for individual account holders paying with credit card or check, 24/7

- To pay by phone, call 855-385-9912 and use the automated, secure phone payment system.
- FKEC employees are no longer permitted to take credit card payments over the phone (see facing page). **Payment must be made via the automated system to ensure security.**