

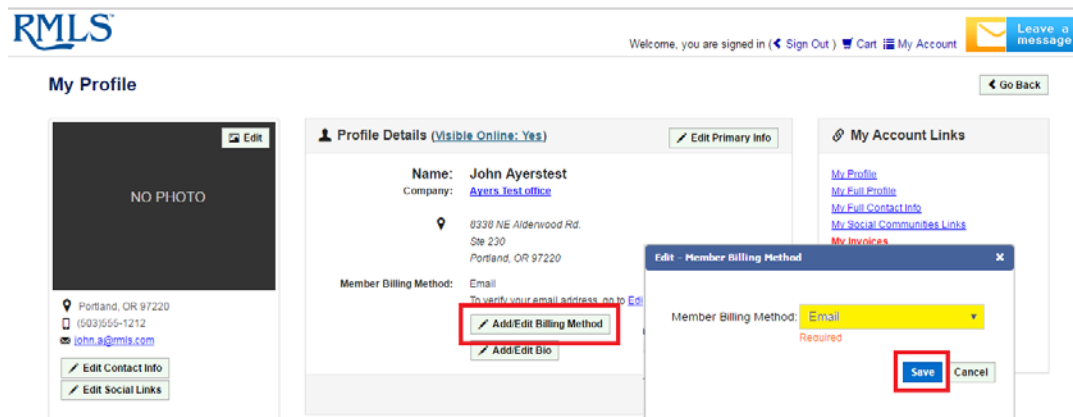
1) How often will I be billed?

Dues and card service fees are billed on December 1, March 1, June 1, and September 1. The due dates for each quarter are December 26, March 26, June 26, and September 26.

2) How does eBilling work?

Email notification will be sent within two business days of your account being billed each quarter. The email will include the service period dates; due date; and links to log on, view, print, and/or pay your bill. For instructions on how to pay via My.RMLS.com see [Document #1775, How to Find and/or Pay Your Invoice on My.RMLS.com](#).

3) How do I sign up for paper statements? Can RMLS™ sign me up?



A. Update your preferred billing method to mail by following these instructions:

- 1) Log in to My.RMLS.com
- 2) Click on Add/Edit Billing Method
- 3) Under Member Billing Method, select Email
- 4) Click Save.

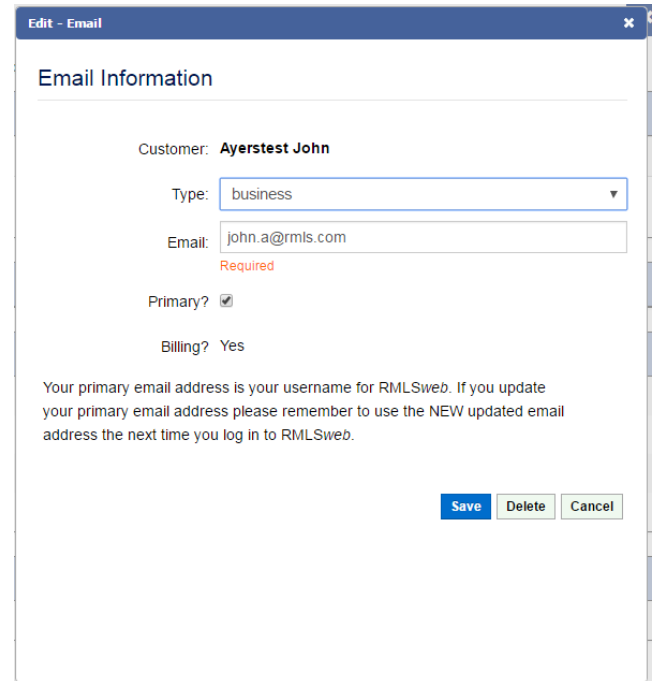
NOTE: As there is a \$5/quarter charge for paper statements and to ensure the validity of any changes to billing preference, RMLS™ staff members are not allowed to change your billing preference for you.

4) What email address will be used? How can I change my email address?

A. To verify or change your email address:

- 1) Log into My.RMLS.com
- 2) Under My Contact Information, locate the My Email Addresses section and click the pencil on the right
- 3) Update your email address and click Save.

B. You may add an additional billing notice by clicking the Add button. Billing notices will always be sent to the primary email address in addition to any email address checked "Billing."



The screenshot shows a web application window titled "Edit - Email". The main heading is "Email Information". The form contains the following fields and options:

- Customer: Ayerstest John
- Type: business (dropdown menu)
- Email: john.a@rmls.com (text input field with a "Required" label below it)
- Primary?
- Billing? Yes

Below the form, there is a note: "Your primary email address is your username for RMLSweb. If you update your primary email address please remember to use the NEW updated email address the next time you log in to RMLSweb." At the bottom right of the form area, there are three buttons: "Save" (highlighted in blue), "Delete", and "Cancel".

NOTE: Your primary email address is your user name for RMLSweb. If you update your primary email address, please remember to use the NEW updated email address the next time you log in to RMLSweb via My.RMLS.com.