

# RBC Bill Payment Collections Services

Improve your collections process and your customer satisfaction



## Enable your customers to submit bill or other payments electronically with RBC Bill Payment Collections Services.

People don't like paying bills and making payments, but it is a necessary part of our lives. Today's customers want to multi-task and integrate paying bills with other routine transactions. Customers want to manage their bills and payments their way- anytime and anywhere.

RBC's Biller Service is a key collections tool within our suite of Business Cash Management Services. Our Biller Services can provide your business with an easy, secure and convenient way to allow your customers to make payments to your company by using RBC's electronic channels.

### Features and Benefits of Biller Service:

- **Gain faster access to your money and improve your cash flow** – automatic, same day credit of funds directly to your company's RBC account.
- **Improve business processes with an accurate view of payment information.**
- **Save time and money** – lower operating costs from servicing fewer clients wishing to pay bills in your offices, so that you may concentrate on your sales and other service efforts. Spend less time opening mail, sorting payments with cheques, making deposits at the bank etc.
- **Eliminate handling of NSF (insufficient funds) cheques and associated costs;** electronic bill payments are rejected at the source if a customer's account does not have the necessary funds.
- **Enhances the satisfaction of your clients with RBC accounts by offering them a convenient, secure way to pay their bills 24/7.**
- **Improve the efficiency of your collections management systems.**
- **Increase your payment channels to your clients through RBC.**



### What will your company need to apply for this service?

- RBC Business Deposit Account (special account designated for biller transactions)
- Company must be enrolled for RBC Digital Banking Services
- Completed, signed and stamped RBC Bill Payment Collections Service Agreement
- Copy of any required licenses, consents and permits as required by law or any regulatory body, as evidence that the company is duly authorised to provide the services for which RBC will collect payments on your company's behalf- (Bank officer to verify having seen originals)

### Sign up for our Business Online Banking Solutions

If your company is not enrolled for our Business Online Solutions, the following forms must be completed:

- › Electronic Banking Application
- › Electronic Banking User Enrollment for each user
- › Transfer Service Agreement – standing order for Business NetBank only

If you are interested in this Bill Payment Collections Service or would like to find out more, please contact:

- Your Relationship Manager at 5999 7638402
- Bess Officer Javesh Chugani at 5999 7638402



Royal Bank

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