


Attachment A.


WM invoice dunning message



INVOICE
To: WM Service Center
 12345 Main Street
 12345

Customer ID:
 1234567890
 Customer Name:
 12345 Main Street
 Invoice Date:
 12/31/2023
 Invoice Number:
 1234567890

Page 1 of 2


How To Contact Us
 Visit wm.com
For more information, go to the payment information, telephone service, or website address, pay by mail or website control.


Your Payment is Due
Due Upon Receipt
If payment of this invoice is not received within 10 business days, the bill will be charged at 2.5% of the total amount with a minimum fee of \$5.00. A credit for the charge allowed under applicable law, regulation or contract.

Your Total Due
\$36.36

Previous Balance	Payments	Adjustments	Current Service Charges	Total Account Balance Due
\$0.00	(\$0.00)	\$0.00	\$36.36	\$36.36

IMPORTANT MESSAGE
To: August 2024, 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.


WM is a registered trademark of WM. All other trademarks are the property of their respective owners.

Invoice Date
 12/31/2023

Invoice Number
 1234567890

Customer ID
 1234567890

Payment Terms	Total Due	Amount
Due Upon Receipt	\$36.36	

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WM
 12345 Main Street
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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

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 Convenience 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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604 Capital Street, Suite 3000, Houston, TX 77002

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