

## FAQs

**Q Why is my last payment not showing?**

**A** The account you have received was printed at the end of last month therefore if you have made a payment after this statement date it will appear on your next statement. If you would like to discuss this further please contact our customer service team.

**Q Can I pay more than one account at a time?**

**A** Each account has its own account number so when you do make a payment for multiple accounts you just need to follow one of the steps below:

- Make payment for each account with the individual account number as the reference.
- Send the individual remittances with your cheque payment.
- Send an itemised remittance advice - this advice should outline each account and the amount you will be paying with a total at the bottom.

**Q Where do we send our remittances?**

**A** You can email your remittances to [receivables@fairfaxmedia.co.nz](mailto:receivables@fairfaxmedia.co.nz) with Remittance Advice in the subject line.

**Q When is my account due?**

**A** Accounts are due for payment on the 20th of the month (if you have an overdue account, this may require immediate payment).

**Q I have paid my account - why have I received a message on my invoice that my account is overdue?**

**A** If you have made a payment since the statement date please disregard this message. Otherwise please call our customer service team for assistance.

**Q How can I pay my account?**

**A** Please refer to the How to Pay section at [fairfaxmedia.co.nz/ad-centre](http://fairfaxmedia.co.nz/ad-centre). We have a range of payment methods available.

**Q Why do you have a credit card payment surcharge for customers making a one time account payment?**

**A** Fairfax Media charges an additional 2% to customers who choose to pay by credit card. This covers fees and commissions that Fairfax Media must pay to credit card companies and other costs associated with the processing of card transactions.

**Q Is the rate the same for all credit and debit cards?**

**A** Yes.

**Q I paid for my advertisement when making the booking, why have I now received an account requesting payment?**

**A** Please refer back to your advertising representative/contact and they will be able to assist.