

## IMPORTANT NOTICE - CANADA POST STRIKE

Montreal, November 21, 2024

**Object: Important information regarding the Canada Post strike**

Dear customers,

Due to the current strike at Canada Post, we are experiencing difficulties at receiving cheque payments and sending account statements by mail. **This situation may cause significant delays in our billing and collecting processes, and therefore, may affect our services.**

To ensure the continuity and speed of our exchanges, **we encourage you to pay electronically** for a **faster and safer management of your payments**. See the following page for how to pay by bank transfer. Also, we may not be able to mail your account statements during the strike.

**To consult your electronic account statement quickly, you have two options:**

1. Visit the customer portal at [www.descair.ca](http://www.descair.ca), go to your profile section and from the menu, select "Monthly Statements".

*If you do not have a client access, we will be happy to register you. **Please note that only customers who have a credit line and a payment term can register for the customer portal.***

2. Send us the email address of your accounts payable department in order to receive your account statements electronically to [recevable@descair.ca](mailto:recevable@descair.ca).

Thank you for your understanding and cooperation. Please contact us if you have any questions.

Sincerely,

Team Descair

## INSTRUCTIONS FOR PAYING YOUR INVOICES

- A. Just like Hydro-Québec, Bell Canada and other companies, you can now select our company from the list of suppliers offered by your financial institution and pay your invoices directly from your computer on the Internet.

### How?

- When you are logged on the secure part of your financial institution, to add a new supplier, select **Descair Inc.** from the supplier drop-down list;
  - Enter your Descair customer number (6-digit number) which is shown on your invoices or account statements;
  - Enter the amount to be paid;
  - Choose the account from your list of registered accounts with which you wish to make your payment: savings, checking, line of credit;
  - **Send us a payment confirmation email to [recevable@descair.ca](mailto:recevable@descair.ca) specifying the invoices numbers paid during this transaction.** If you omit this step, we will not be able to associate your payment with your account. It is therefore essential to send us your confirmation in order to complete the process and avoid any delay in processing your payment.
- B. Do you prefer to pay by bank transfer? Send an email to [recevable@descair.ca](mailto:recevable@descair.ca) and make the request without delay.
- C. You can also pay by credit card. Please note that the 2% early payment discount does not apply to credit card payments.
- Send us your credit card payment request by email to [recevable@descair.ca](mailto:recevable@descair.ca) and we will send you the necessary form to proceed this way.