

## Office Locations

National HQ: 1650 Watermark Dr Ste 170, Columbus, OH 43215  
621 Pacific Ave #109, Tacoma WA 98402  
1706 Fifth Ave #106, San Diego CA 92101  
1 Chisholm Trail Rd #450, Round Rock TX 78681  
9121 Anson Way #200, Raleigh NC 27615  
7627 Strawberry Lake Rd, Whitmore Lake MI 48189  
10752 Deerwood Park Blvd #100 Jacksonville FL 32256

## Directions for setting up an online account, signing up for e-bills, and making payments

Once you have received your first Guardian bill, you can sign up for an online account, register for e-bills, and sign up for one-time or recurring payments. In the upper right-hand corner of your bill, you will find an account number (#####-###); this number will be needed to initiate your account.

If you need any assistance, you can contact Guardian's customer service center Monday-Friday, 8:30AM-8:00PM at 800-444-9283, or you can email [support@guardianwp.com](mailto:support@guardianwp.com) (response time is 24-48 business hours, weekends and holidays excluded).

### First Step: Set Up An Online Account

1. Go to [www.myguardianwp.com](http://www.myguardianwp.com)
2. Click on the red tab that says "resident" or "condo owner" at the top of the screen
3. Below the username and password boxes, click, "New user? Click here to create your account."
4. Enter your nine digit account number (xxxxxx-xxx) and all fields for a username, password, etc.
5. Click "Register"
6. Log into your email and click on the confirmation link in the email that we send you
7. You're done!

### Second Step: Sign up for E-bills

1. Once in your account, navigate to the e-billing options tab on the left
2. Check the box to subscribe to e-bills
3. Submit
4. You're done!

### Third (optional) Step: Automatic or Recurring Payments (no fee)

1. Once in your account, click on "set up automatic bill pay" on the left side of the screen, fifth item down
2. Enter your account and routing number
3. If you want to set up recurring payments, select the day of the month you want them taken out. Your bills are due on the 10<sup>th</sup> of every month and are issued on or around the 23<sup>rd</sup> of the previous month, so we recommend choosing the payment date of the 1<sup>st</sup> – 9<sup>th</sup>. Please note that payments can take up to 24-48 hours to post from your bank.
  - a. Payments are currently due on the 10<sup>st</sup> with a 1 day grace period, so a payment date of the 1<sup>st</sup> through 9<sup>th</sup> would prevent a late fee of \$5



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4. If you don't want to set up recurring payments, select one time and select the day that you would like it taken out (please note that payments take 24-48 hours to show on your account so select the date accordingly)
5. Confirm all information at the bottom of the page
6. You're done!

**If you do not wish to use the automatic/recurring payment system, you can still pay using the following options:**

1. Over the phone (877-291-3141) with an agent by credit/debit card (note: \$3 convenience fee applies)
2. Through our 24-hour telepayment system by calling 800-444-9283 and selecting the option to make a payment (note: \$3 convenience fee applies)
3. Online through your account with a credit/debit card (note: \$3 convenience fee applies)
4. By check or money order (no fee) and sending to the following address:

Guardian/010466  
PO Box 16069  
Columbus, OH 43216