



OptionPay – Frequently Asked Questions

1. What is OptionPay?

- OptionPay is a secure online payment portal that accepts credit card payments for certain Town of Gibsons invoices. Credit card payments may only be made online, through the OptionPay system. We cannot take credit card payments in-person or by phone.

2. Which invoices are available to pay by OptionPay?

- Payments can be made for Business Licenses, Utilities, Property Taxes, Tickets/Fines, Dog Licenses and Accounts Receivable.

3. Which credit/debit cards are accepted?

- Canadian Visa and Mastercard credit card
- Canadian Visa and Mastercard debit card

4. Are there third-party fees to use OptionPay?

- OptionPay charges a Tiered Rate for load fees starting at \$2.00 (Tiered rate table is available at gibsons.ca/online-payments)
- The fees are administered through, and collected by, OptionPay for the use of their service, not the Town of Gibsons.

5. How will I know that my payment was successful?

- Upon submission of payment, a receipt will be sent by email
- The receipt will display the payment amount and the OptionPay load fee

6. How long does it take the payment to reach the Town of Gibsons?

- Payments will take 2 to 5 business days to be received by the municipality

7. Can I void my payment?

- If a payment is voided the very same day, the full amount will be refunded
- If a payment is voided the next day, the invoice amount will be refunded, but the load fees will not be refunded



8. Is my credit card/information secure with this program?

- Credit card numbers are encrypted once entered onto the online portal
- For more information on OptionPay's security measures please visit: www.optionpay.ca/#security
- Please note that the Town of Gibsons takes no responsibility for, and accepts no liability, in the event of security breaches, technical difficulties, or other issues that may arise from your use of OptionPay. All users accept responsibility for their use of this service and do so at their own risk.

9. How do I find the website for OptionPay?

- You can link to the OptionPay website through the Town of Gibsons website at gibsons.ca/online-payments or by visiting optionpay.ca