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CTA would like to share an update with our customers regarding an improvement to how payments are processed. Effective September 1, the Authority will transition from MuniPay to a new payment processing provider, Paystar. This update is part of our ongoing effort to maintain secure, reliable service while operating efficiently and responsibly for our customers.

What's Changing

The new Paystar system brings several behind-the-scenes improvements, including:

- ✓ More ways to pay, with expanded electronic payment options
- ✓ Enhanced security protections for customer payment information
- ✓ Improved automation, allowing payments to post more quickly and accurately
- ✓ Stable, lower, or no fees, depending on your method of payment!

While much of this improvement happens on the administrative side, it helps reduce manual processing and allows staff to focus more time on customer service and daily operations.

What's Staying the Same

From a customer perspective, very little will change:

- ✓ Payments will continue to be accessed the same way as before, cta.authoritypay.com
- ✓ Billing schedules and due dates remain the same
- ✓ The overall payment experience will remain familiar, with added flexibility and security

Because of security safeguards, customers who previously saved payment information may be asked to reenter their payment details after September 1. Autopay customers will be re-enrolled automatically. Unsure? Email billing@ctapa.org to check your status.

Our Ongoing Commitment

This transition allows the Authority to offer added convenience and security for customers while managing administrative costs carefully and responsibly. It reflects a continued effort to improve internal systems without disrupting the customer experience.

Customers with questions or who need assistance are encouraged to contact the Authority's office at billing@ctapa.org. Additional information will be available at ctapa.org.