

# SERVICE UPDATE

## Credit Card Convenience Fee Change

Credit card convenience fees will be changed from 2.49% to 2.00%. The credit card convenience service fees are assessed on the total payment amount due for online or in-person transactions.

This change will be effective on the following dates and times for online transactions:

Online Transaction	Date	Hours*
DOB e-Filing	10/14/2018	7:00am -10:00am
DOB NOW	10/14/2018	7:00am -10:00am
DOB Development HUB	10/15/2018	6:00pm – 8:00pm
DOB Electrical Firm Payments	10/15/2018	6:00pm – 8:00pm
DOB License Renewals	10/15/2018	6:00pm – 8:00pm

This change will be effective on the following dates and times for in-person transactions:

In-Person Transaction	Date	Hours *
Brooklyn Borough Office	10/16/2018	9:00am -10:00am
Cranes & Derricks	10/16/2018	9:00am -10:00am
Bronx Borough Office	10/18/2018	9:00am -10:00am
Staten Island Borough Office	10/18/2018	9:00am -10:00am
Central Inspections	10/22/2018	9:00am -10:00am
Customer Service Atrium	10/22/2018	9:00am -10:00am
Limited Alteration Application (LAA)	10/22/2018	9:00am -10:00am
Manhattan Borough Office	10/23/2018	9:00am -10:00am
Queens Borough Office	10/24/2018	9:00am -10:00am

*NOTE: \*Implementing this change may result in downtime during this period when payments cannot be made.*

### e-Checks

The Department of Buildings continues to accept e-Checks online and paper checks as forms of payment. **There is no convenience fee** for online e-checks or paper checks. Online e-checks can take up to 10 business days to process.

For questions, please email the Cash Receipts Unit at [cashreceipts@buildings.nyc.gov](mailto:cashreceipts@buildings.nyc.gov).

**POST UNTIL: January 31, 2019**