

## Credit Card Payment for mailed in or faxed in sub-trade permit applications

The purpose of this bulletin is to notify the contractors the new procedure for credit card payment for mailed in or faxed in sub-trade permit applications.

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*"This information is provided for convenience only and is not in substitution of applicable City Bylaws or Provincial or Federal Codes or laws. You must satisfy yourself that any existing or proposed construction or other works complies with such Bylaws, Codes or other laws."*

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Effective **2018 October 05** the City will no longer accept credit card payment via fax or mail due to the new payment requirement from the card brands to protect personal information.

In order to continue accepting sub-trade permit applications via fax or mail the following new procedure will be implemented:

1. Complete the appropriate sub-trade permit application form.
2. Ensure your current email address is clearly indicated where noted on the application form.
3. Complete all fields in the form. Incomplete applications will not be processed.
4. Fax the form to 604-294-7499 or email it to [permits@burnaby.ca](mailto:permits@burnaby.ca).
5. Staff will receive the form and process it within three working days by emailing you a permit invoice.
6. Once you have received the invoice you may pay for it online by credit card or in person.
7. **To pay online please visit:** <https://www.burnaby.ca/online-services>.
8. Payment can take up to two business days to process.
9. A 1.75% credit card recovery fee is applicable.
10. Once payment has been confirmed staff will email you a copy of the permit.

If you have any further questions, please contact the Building Department at 604-274-7130.