



County of Simcoe  
Finance and Administration  
1110 Highway 26,  
Midhurst, Ontario L0L 1X0

Main Line (705) 726-9300  
Toll Free 1-866-893-9300  
Fax (705) 726-1605  
simcoe.ca

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August 6, 2015

To: All Long Term Care Residents and Families

The County of Simcoe has welcomed the usage of VISA and MASTERCARD at our Long Term Care facilities since 2007. The focus of the implementation was to provide residents and families another option for the payment of resident accounts. Many of you have taken the opportunity to utilize the availability of this convenient form of payment.

Unfortunately, like all costs, fees charged by VISA and MASTERCARD to the County of Simcoe have increased to the point that in 2014 alone they amounted to over \$38,000. The service charges are funded out of the County of Simcoe's Long Term Care budget and therefore are taking away from any opportunity to utilize them for the benefit of our Long Term Care residents.

Some of our Long Term Care homes have posted signs advising VISA and MASTERCARD are no longer accepted and have been working with you to provide alternate payment methods. We apologize for any confusion the signs may have caused as they were posted prematurely, prior to any formal notification being provided to you.

As of October 1, 2015, the County of Simcoe's Long Term Care homes will officially no longer accept VISA and MASTERCARD payments for resident account charges or trust account deposits. The most efficient and requested form of payment would be to set up Pre-authorized Payments with the home administration staff.

If you are currently using your VISA or MASTERCARD to make payments for account charges or trust deposits, please visit the Manor Administration Office to make the necessary arrangements to have alternate payment methods completed.

Thank you for your cooperation regarding this matter.

Sincerely,  
The Corporation of the County of Simcoe

D. Kearns  
Divisional Controller  
Long Term Care & Senior Services