



**Simpleko**  
*Gör ekonomin enkel*

**Förvaltning i Östersund/RB Ekonomi och RB Fastighetsägare are now together Simpleko.**

#### NEW CUSTOMER PORTAL FROM 1st JANUARY 2021

From 1st January 2021, the financial management of your association / landlord will move to a new portal where you as a resident / tenant will be able to log in in a simple and secure way. Everything you as a member or tenant have permissions to access will be available regardless of which digital device is used - computer, tablet or mobile phone.

#### NEW OPPORTUNITIES - SIMPLE AND TRANSPARENT

- The new portal will be available via the web where you will easily log in using your BankID. The portal gives you several new digital opportunities, including where you can access your notifications and change notification settings.
- From January, the notification will take place monthly (instead of quarterly notifications previously). The notice that you have just received refers to the month of January, the notice that refers to February will be sent out in January etc. For example, this will simplify any changes to fees and rent. If you have previously paid the rent / fee quarterly, semi-annually, or annually, there will be no change.  
To find information about changing notification options, log in to [portal.simpleko.se/avisering](https://portal.simpleko.se/avisering). You log in using your avi/invoice-number and internet code that you find on your avi/invoice. **By accessing the portal, you can enter your e-mail to receive the notices going forward via e-mail and receive information on how to register for e-invoice and direct debit.**
- Notices will be sent out in the same way as before for direct debit, e-invoice and post. If you currently have notification options set via E-mail will receive the first notice by post or Kivra. If you want to continue with E-mail as a notification method, access the portal to make the change as per above.
- If you have received an avi/invoice now but have not previously been an avi/invoice recipient, it is due to the transition to the new portal. You can log in as per above and change the setting for future notifications. As for Kivra, avi/invoice has been sent to one of you who is listed as a member / tenant. If you have received a notice on Kivra but want to change the recipient, you change the address at [portal.simpleko.se/avisering](https://portal.simpleko.se/avisering) and then decide on the notification method for E-mail, e-invoice or direct debit. Unfortunately, it is not possible to change the recipient in Kivra. If you prefer receiving the notifications via, it is the person who has received this notification who must remain as a notification recipient, otherwise we recommend E-mail as an alternative.

**Sincerely Simpleko**