
Take advantage of this timesaving, free and secure way to receive your Crown Castle payment by the first of every month.

Even if you're away from home, your payment is safely in your account by the first of every month; it's one less chore for you, makes budgeting easier and gives you added peace of mind. Fill out the enrollment form today and enjoy all the benefits of direct deposit.

What is direct deposit?

Direct deposit is the electronic transfer of money into your bank account. Instead of your rent check coming in the mail, your money is deposited straight into your bank account. It's been in use for many years and for many other types of payments, too, including payroll, pension and benefit checks, and tax refunds.

Is direct deposit safe and confidential?

Yes. Money transferred electronically passes through fewer hands than a check. Identity thieves are always on the lookout for the personal financial information found on paper checks. Crown Castle will use your bank account information only to deposit funds; no one has direct access to your personal bank account.

Will I have to pay for direct deposit?

No. Direct deposit is a free service for all Crown Castle landowners. There are no costs at sign-up or any other time.

Do I need an account at a financial institution to use direct deposit?

Yes, an account at a financial institution is necessary.

How do I sign up for direct deposit?

Simply fill out our Direct Deposit Enrollment Form. Or, you can call the Landowners Help Desk at (866) 482-8890 and we will send you one.

After signing up for direct deposit, when will my rent payment be available to me?

The first of each month, monthly or in accordance with your payment cycle. If the first of the month falls on a holiday or a weekend, the direct deposit is sent on the last business day of the previous month (except for the January 1 payment, which will be paid the first business day of January).

How do I know my direct deposit has been credited to my account?

Your bank can confirm deposit of your payment. Crown Castle does not send confirmation of the monthly deposits to your account.

Can I change banks, the bank account or simply go back to a mailed check?

Yes, you can change any bank information, or discontinue direct deposit, at any point in time by completing a new Enrollment Form.

Who do I contact if I have more questions?

Contact the Landowners Help Desk:

Email - LOHD@crowncastle.com

Phone - (866) 482-8890