

## Paying your HOA and/or Condo Assessment/s

HOA or Condo assessment/s can be paid in a variety of ways (no payments accepted over the phone).

### ➤ **Pay by mail with a coupon.**

For most of the Associations, their fiscal year starts in January which is why all coupon books are mailed out the last month of the fiscal year – December. If you do not receive a coupon book by the beginning of the year or need a replacement you can reach out to our Customer Service Department at (703) 631-7200. There is no charge for the coupon book. All coupon payments should be mailed to the address below:

CMC  
P.O. Box 61148  
Phoenix, AZ 85082-1148

### ➤ **Pay through your bank using the bill pay online service.**

Set-up the bill pay online service to automatically remit payment during the year of your HOA and/or Condo assessment/s, or as a one-time payment. When setting-up for the online service make sure you have available the following information:

- ✓ Payee's name (the name of the Association you are remitting payment to)
- ✓ Your account number
- ✓ Address: **CMC, P.O. Box 61148, Phoenix, AZ 85082-1148**
- ✓ Phone: **(703) 631-7200**

***Remember*** your account number must be entered. The set-up process must be done for each account number you have. You can pre-set your payment date or choose to do 'send a payment' manually each month. Please allow enough time to have your request processed – please note that while some banks process payments electronically, some banks still write a paper check and mail to the bank. Major banks generally do not charge for setting up bill payments. CMC's Arizona bank address can also be found in the coupon book.

**\*The bill pay service does not automatically adjust your assessment/s amount if they increase or decrease each fiscal year. Make sure to update your payment amount/s accordingly to avoid falling behind or accumulate a credit balance.\***

### ➤ **Pay with direct debit (not a payment option for tenants).**

For each account number each owner has in our system a direct debit form must be completed. When submitting the completed form/s make sure to attach a voided check. The form and voided check can be sent in the following options:

|                                                                        |    |                                            |    |                |
|------------------------------------------------------------------------|----|--------------------------------------------|----|----------------|
| <b>Email</b>                                                           | OR | <b>Mail</b>                                | OR | <b>Fax</b>     |
| <a href="mailto:askus@cmc-management.com">askus@cmc-management.com</a> |    | CMC<br>PO Box 10821<br>Chantilly, VA 20153 |    | (703) 631-9786 |

Attached find a copy of the form. For further questions, our Customer Service Team can be reached at (703) 631-7200 or via email at [askus@cmc-management.com](mailto:askus@cmc-management.com). There is no charge for new and/or existing direct debit accounts in case you need to request to make a change. For new and/or existing direct debit changes in order for it to come into effect the subsequent month, this must be received the month before no later than the 10<sup>th</sup> day. **For example, if you want your May direct debit to take effect, make sure you are sending the information the month prior before the 10<sup>th</sup> of April. The amount withdrawn will be automatically adjusted if the assessments increase or decrease each new fiscal year.**

***Remember*** besides letting your bank know, all customers must send written notice to CMC to stop or make changes to your direct debit accounts.

***SELLING?*** Please send written notice to CMC prior to settlement to discontinue the direct debit associated to your account/s. It can take 2-4 weeks to process the closing of an account and payments will continue to be deducted.

➤ **Pay in Person.**

Customers can come into the CMC corporate office during regular business hours: Monday – Thursday between 9AM and 5PM, and Friday between 9AM and 2PM to deliver payment. The CMC office is located at 4800 Westfields Blvd. Suite 300, Chantilly, VA 20151. **Payments can be made by personal check, money order or certified bank check – NO CASH OR CREDIT CARD PAYMENTS/E-CHECK PAYMENTS.** No payments are accepted at the onsite community offices.

➤ **Pay online at [www.TownSq.io](http://www.TownSq.io).**

On the TownSq website, you must register with your account number/s and zip code to make payments. Once you register, it takes you to our third-party vendor for payments, ATG. On the ATG page, choose either an e-check payment or credit card payment. The fee for an e-check is \$2.95. Credit card payments are \$2.95 + 3.5% of the amount of the payment. Accepted credit cards include: VISA, MasterCard, American Express, and Discover. The fee is applied each time a payment is remitted, and you are charged for each payment.

To reiterate, there is now a new platform to go to ATG and that is TownSq. The customer must still go to the CMC website – [www.cmc-management.com](http://www.cmc-management.com) – and then click on ‘ACCOUNT LOG IN’ (blue box) which will take them directly to the TownSq log-in page.

**Forgot your password? Technical problems?** Call Associa IT at (866) 295-0402 to talk to a TownSq and/or ATG representative.

Dear Homeowner:

CMC is pleased to offer Direct Payment Service to homeowners.

Although many of you are familiar with direct debit payments, below is a summary of a few of the most frequent questions:

- **What is direct debit payment?** Direct debit payment is a convenient, efficient, electronic payment alternative to paper checks. When you use direct payment you authorize CMC, on behalf of the Association, to electronically collect your assessments from your personal checking/savings account. Instead of writing a check every month, your bank will automatically make the payment to the Association's account on the third (3<sup>rd</sup>) business day of the month.
- **Why use direct debit payment?** You'll save time preparing payments, save money on postage and eliminate the charge of a late payment. You'll never forget to make your assessment payment because it is done automatically. The Association benefits because its operating account receives interest on funds daily.
- **How to sign up for direct payment.**
  1. Write "VOID" across one of the checks from your personal checking/savings account.
  2. Read the information on the enclosed form and complete the enrollment application.
  3. Mail or fax the enrollment form, with the voided check to:

Community Management Corporation (CMC)

P.O. Box 10821, Chantilly, VA 20153

Or... FAX to (703) 631-9786



Direct Debit Payment Services Conditions and Terms:

**This enrollment form must be received at CMC by the tenth (10<sup>th</sup>) day of the month preceding the month you wish to start direct debit. You will be notified if the direct debit process for your account was not satisfactory. CMC will request the transfer of direct debit funds once a month, or quarterly if your association assessment is paid quarterly.**

Community Association Bank / Pacific Premier Bank (or other depository determined by CMC) will be authorized to debit funds from my account for deposit into the Association's account on the third (3<sup>rd</sup>) business day of the month.

The amount debited from my account will equal the current regular monthly or quarterly assessment and may include parking, if applicable. Special assessments will require a separate direct debit agreement. I recognize there may be other charges, but direct debit will not include additional fees, handling charges, etc.

I am completely responsible for notifying CMC in writing, by the tenth (10<sup>th</sup>) of the preceding month, of any changes to my account (i.e. change of bank, account #s, resale). Failure to notify CMC by the tenth (10<sup>th</sup>) of the preceding month may result in funds being withdrawn in the following month. Any charges caused by this debiting and failure to notify CMC will be the sole responsibility of the homeowner.

If I have two (2) insufficient funds (NSF) returns, I will be ineligible to continue in the direct debit payment program.

**A homeowner with a direct debit that is not honored by your bank will be responsible for making up that payment (including NSF charges) by check. A bank charge incurred as a result of a returned direct debit will be added to your account. Homeowners cannot change banks or accounts more than twice a year and continue with direct debit. Your association assessment account must currently have a zero balance in order to set up direct debit.**

I (We) authorize Community Management Corporation to initiate debit entries to my (our) checking account / savings account (circle one) at the depository financial institution named below ("DEPOSITORY"). I (We) agree that ACH transactions I (we) authorize will comply with all United States law.

Depository Name: \_\_\_\_\_ Checking Account No. \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

This authorization will remain in full force and effect until I (we) notify Community Management Corporation in writing that I (we) wish to revoke this authorization. I (We) understand that Community Management Corporation requires notification by the tenth (10<sup>th</sup>) of the preceding month in order to cancel this authorization.

Name: \_\_\_\_\_ Name: \_\_\_\_\_

Signed: \_\_\_\_\_ Signed: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Mobile Phone: \_\_\_\_\_ Mobile Phone: \_\_\_\_\_

Email: \_\_\_\_\_ Email: \_\_\_\_\_

Association Name: \_\_\_\_\_ Association Account Number: \_\_\_\_\_

Property Address: \_\_\_\_\_ Unit Number: \_\_\_\_\_

*Please return this completed form with a voided check by mail or fax:*

**Community Management Corporation (CMC)**

**P.O. Box 10821, Chantilly, VA 20153**

**Or... FAX to (703) 631-9786**