



**EFFECTIVE SEPTEMBER 1<sup>ST</sup>, THE NEW BANK INSTITUTION FOR YOUR ASSOCIATION WILL BE BANK UNITED.** THIS MEANS YOU CAN NO LONGER MAKE YOUR MAINTENANCE PAYMENT THROUGH TRUIST.

IF YOU MAILED YOUR COUPON/PAYMENT OR SENT A PAYMENT THROUGH BILL PAY FOR THE MONTH OF SEPTEMBER TO TRUIST, IT WILL BE ACCEPTED AT THIS TIME. ACH PAYMENTS, CREDIT CARD PAYMENTS, AND E-CHECK PAYMENTS MADE THROUGH THE TRUIST WEBSITE WILL NOT BE ACCEPTED FOR SEPTEMBER.

FOLLOW THE INSTRUCTIONS BELOW TO MAKE YOUR PAYMENT THROUGH CLICKPAY.



Homeowner Notice

## IMPORTANT PAYMENT CHANGES

Dear Homeowner,

We request that you please review the following important changes being made to the way we accept your payments.

### A NEW WAY TO MAKE ONLINE PAYMENTS!

We are excited to introduce a new and improved way for you to make your payments online through our new provider, **ClickPay**. Through our payment portal, you can conveniently make one-time or scheduled payments online by major credit and debit card for a fee or by e-check (ACH) from a bank account for free.

To get started, click the activation link emailed to you or visit [login.clickpay.com/jl](https://login.clickpay.com/jl) and click **Register**. Connect your unit using the requested information. Set scheduled payments or make one-time payments. For help with your account, visit **ClickPay's** support center at [www.ClickPay.com/Help](https://www.ClickPay.com/Help) for access to FAQ's, step-by-step walkthroughs, email and phone support, and live chat.



### CHANGE TO MAILING ADDRESS FOR PAYMENTS

The mailing address for accepting payments made by paper check, money order, and Online Bill Pay has changed. If you pay by check or money order, please mail your payments to the address below moving forward. If you pay through your bank's Online Bill Pay feature, please log in to your online banking account and update the payee's address as listed below:

**P.O. Box 30402  
Tampa FL, 33630**

Checks should continue to be made payable to the property name listed on your statement. Include the remittance slip with your payments and make sure to include the account number found on your statement in the notes section of your check or your Online Bill Pay settings.

Thank you for your attention to this matter,  
J&L Property Management



**\*IMPORTANT\***: Registering for ClickPay does not mean you must use ClickPay to make your maintenance payments. However, we are requesting that you take the time to create your ClickPay account and register your unit, so you may view your account balance and ledger. You will also receive emails from ClickPay with friendly reminders of upcoming assessments, NSF payments, late payments, etc. Be sure to add [Support@clickpay.com](mailto:Support@clickpay.com) as a safe sender in your email.

**PLEASE CLICK ON THE FOLLOWING LINK(S) FOR CLICKPAY ASSISTANCE:**

Sign in to ClickPay:

<https://login.clickpay.com/jl/>

Register to ClickPay:

[https://support.clickpay.com/s/article/How-Do-I-Register-with-ClickPay?language=en\\_US](https://support.clickpay.com/s/article/How-Do-I-Register-with-ClickPay?language=en_US)

Incorrect Balance on “Pay Now” – How to Change/Update to Make Payment:

[https://support.clickpay.com/s/article/WhyisMyBalanceIncorrect?language=en\\_US](https://support.clickpay.com/s/article/WhyisMyBalanceIncorrect?language=en_US)

Set Up Payment Options:

[https://support.clickpay.com/s/article/How-to-Set-Up-Payment-Options?language=en\\_US](https://support.clickpay.com/s/article/How-to-Set-Up-Payment-Options?language=en_US)

Add a Unit in ClickPay:

[https://support.clickpay.com/s/article/How-Do-I-Add-a-Unit?language=en\\_US](https://support.clickpay.com/s/article/How-Do-I-Add-a-Unit?language=en_US)

Update ClickPay Profile:

[https://support.clickpay.com/s/article/HowtoUpdateorCancelMyClickPayProfile?language=en\\_US](https://support.clickpay.com/s/article/HowtoUpdateorCancelMyClickPayProfile?language=en_US)

How to Submit a One Time Payment:

[https://support.clickpay.com/s/article/ClickPay-Submit-One-Time-Payment?language=en\\_US](https://support.clickpay.com/s/article/ClickPay-Submit-One-Time-Payment?language=en_US)

Cash Payment Option:

[https://support.clickpay.com/s/article/CanIMakeaCashPayment?language=en\\_US](https://support.clickpay.com/s/article/CanIMakeaCashPayment?language=en_US)

**ClickPay Support Contact Information:**

Phone #: 800-533-7901

Email: [Support@clickpay.com](mailto:Support@clickpay.com)

Website: [www.clickpay.com/help](http://www.clickpay.com/help)

**Bill Pay** – This means you are enrolling through your personal bank institution and authorizing them to send the money to Bank United. If you are currently enrolled through Bill Pay, you will need to update the mailing address to the new P.O. Box address (see below). Your payment must be made payable to your Association's name. You do not need a Bill Pay number anymore and your account number remains the same. Payment should not be scheduled on or before the date it's considered late by your Association, or it will not have enough time to process, and you may receive a late fee. No service fee for this payment option. If you are choosing this option, we still ask that you register your account on ClickPay, so you may review your account balance, but you do not need to use it to make your payment.

- New P.O. Box Mailing address: Bank United  
P.O. Box 30402  
Tampa, FL 33630 - 3402

**Coupon** – Mail your new coupon with your payment (check or money order payable to the Association) to the new Tampa P.O. Box address. The coupon will have the necessary information needed from the bank to post the payment on your account. You CANNOT walk into a Bank United bank with your coupon and payment, they will not accept it. Please be sure to mail it with enough time to avoid a late fee. No service fee for this payment option. If you are choosing this option, we still ask that you register your account on ClickPay, so you may review your account balance, but you do not need to use it to make your payment.