



TRUIST – WAYS TO MAKE YOUR MAINTENANCE PAYMENT

- Visit any BB&T Branch (NOW TRUIST) to make your payment. You can only make a payment at the branch if you have your coupon. Keep in mind it may take 3-5 business days to process, so you may receive a late fee if you make your payment on the late due date.
- Mail your payment with your coupon to **P.O. Box 628207, Orlando, FL 32862**. Check or Money order must be made payable to your Association's name.
- Sign up for Auto Debit (ACH) with Truist free of charge. Scroll down to download a copy of the form or click on the following link:
<https://onlinepayments.truist.com/paymentservices/start.aspx>
- Set up Bill Pay through your personal bank institution. You will need your coupon book for your account number and bill pay number. If you do not have that information, email JLInfo@jlpropertymgmt.com. Be sure to include your property address and Association name.
- Pay online through Truist directly with a credit card, check or a debit card. Charges will apply unless paid by E-Check (account number/routing number). Click on the following link to re-direct you to the Truist Online Payment page:
<https://onlinepayments.truist.com/paymentservices/start.aspx>
- Truist Website for Additional Homeowner Payment Info: <https://www.truist.com/commercial-corporate-institutional/industry-expertise/association-services/hoa-payments>

IMPORTANT: You may view your Account Balance through your Owner Portal (link below). If you have not received an invitation to access your owner portal, then that means J&L Property Management has not received your Email Authorization form. Please email JLInfo@jlpropertymgmt.com to request an Email Authorization form. Be sure to include your property address and Association name. Once it's filled out and submitted back to management, you will receive an invitation from noreply@goenumerate.com, where you will receive a link to access your account. If you received your link and forgot your password, you may reset it from the portal page directly.

J&L OWNER PORTAL:

<https://owner.topssoft.com/JLPropertyMgmtInc/Account/Login>

Truist Association Services

Simple ways to make your homeowner payment

With several options for you to choose from, making your homeowner payment is easy. If paying online, enrolling online for Association Pay, or paying through a bill-pay provider, please have your coupon available to refer to your bill-pay number, unit number, and/or serial account number. If you don't have the appropriate unit information, please contact your management company or association.

Association Pay (ACH) – Have payments automatically deducted directly from a bank account at a U.S. financial institution. Enroll online at Truist.com/payments or enroll by mail using the sign-up form included in the coupon book or with the statement. Payments are debited on the third of the month.¹

Online Bill-Pay Service – Send payments from any U.S. financial institution using an online bill-pay provider. Refer to the instructions in your coupon book or statement. Use the bill-pay account number on the coupon as the account number requested by your bill-pay provider when setting up your payment.

Credit or Debit Card² – Go online at Truist.com/payments to pay by Visa,[®] Mastercard,[®] American Express,[®] or Discover.[®] Payments are processed the next business day. Have your coupon available to refer to your bill-pay number, unit number, and/or serial account number when making your payment online. All debit cards issued by a U.S. financial institution will incur a flat \$4.95 convenience fee. All credit cards will incur a convenience fee of 2.95% of the payment transaction amount. The convenience fee incurred on debit cards issued by a non-U.S. financial institution varies. The exact convenience fee on all credit and debit card transactions will be displayed before a payment is submitted online.



eCheck² – Visit Truist.com/payments and make a one-time electronic funds transfer by ACH debit from a checking or savings account at any U.S. financial institution. Payments may take up to four business days to process. Have your coupon available to refer to your bill-pay number, unit number, and/or serial account number when making your payment online. There is no convenience fee charged for payments made online by eCheck.

In-person at a branch – Payments can be made with an Association Services payment coupon at any of our branches. BB&T and SunTrust have joined to become Truist. Soon, you will see Truist signage at all of our BB&T and SunTrust branches. Until that time, in-person payments can only be accepted at branches with BB&T signage. Payments are processed the next business day.

Mail – Mail payment and coupon using the label or envelope included with your coupon.

¹ Payments are debited on the third of the month. If the third falls on a weekend or holiday, payments are debited on the following business day.

² The maximum payment amount is \$10,000 for a single credit/debit card payment transaction and \$20,000 for a single eCheck payment transaction. Multiple separate online payments can be submitted toward the same obligation; however, each separate payment transaction will incur a convenience fee if applicable. Visa, Mastercard, American Express, and Discover are not affiliated with Truist and are trademarks of their affiliated companies.

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Truist Association Pay (ACH) Authorization

Truist Association Services Phone: 727-549-1202 or Toll Free Phone: 888-722-6669

Toll Free Fax: 866-297-8932 Email Address: ASDAutopay@Truist.com

Sign up to automatically pay your association payment from your checking or savings account at any U.S. financial institution. We are unable to accept authorizations for accounts located outside of the United States.

Enroll online through the 25th of the month to be effective for the next debit month by visiting Truist.com/Payments. If your association is not set up for online enrollment, complete the authorization form below. Complete a separate authorization form for each payment obligation.

To enroll by U.S. mail - Complete the authorization form below and attach a voided check. Mail form to **Truist Association Services, P.O. Box 2914 Largo, FL 33779-2914**. Continue to make your payments until you are notified by the bank when your automatic payment will start.

Association Pay Terms and Conditions:

- You are enrolling in Association Pay to authorize recurring payments through electronic funds transfers by ACH debit entries.
- When your payment is due, your account is debited automatically on the 3rd of the month. If the 3rd is on a weekend or holiday, your account is debited the next business day.**
- Payments will appear as **your full or abbreviated Association Name** on your bank statement.

Paper authorizations must be received by the 20th of the month to be effective for the next debit month. If the 20th falls on a weekend or holiday, the deadline is the last business day prior to the 20th. This Authorization will remain in effect until Truist receives written notice from you or your association or its management company to cancel or change it. You hereby authorize Truist to accept changes in amounts or account information or cancellation of this Authorization from the association or its management company. Notice from you must be in writing and sent to the address referenced below or faxed to Truist Toll Free Fax: 866-297-8932. Notice must be received by Truist on or before the 27th of the month to be effective for the next debit date. When the 27th of the month falls on a weekend or holiday, the deadline is the last business day prior to the 27th. Some exceptions apply; visit Truist.com/Payments to view the Association Pay deadline calendar. You may print a Cancel or Change Request for Association Pay from the Truist Online Payment System or online at Truist.com/Payments. All payments initiated for debit are subject to acceptance by the designated financial institution. All ACH transactions authorized herein must comply with applicable U.S. law. Your completion of this authorization form indicates your agreement to be bound by the NACHA Operating Rules. For questions, contact Truist Association Services Toll Free at 888-722-6669. Doc ID# 109

Truist Bank, Member FDIC.

Keep top section for your records

Mail enrollments, cancels or changes to Association Pay: Truist Association Services – P.O. Box 2914, Largo, FL 33779-2914

Attach voided check when applicable

Association Pay (ACH) Authorization

Return bottom section

Association or Community Name: _____ Unit No. _____

Bank Account Owner Name _____ Phone _____

Mailing Address _____ City _____ State _____ Zip _____

Property Address _____ City _____ State _____ Zip _____

Bank Name _____ Bank Routing No. _____

Checking ☐ Savings ☐ Account No. _____ Check box if account to debit is a business account. ☐

By signing this authorization, you agree to the following: 1) I have read and agree to the Terms and Conditions provided and 2) I am authorized to initiate transactions on the account provided. I authorize a) the above named association to debit/credit the account to process my association payments b) Truist to initiate electronic funds transfers by ACH debit/credit entries to the account for the purpose of processing those payments and c) the financial institution to withdraw and/or credit payments from/to my account. Doc ID# 109

SIGNED _____ DATE _____

Email _____ Effective Month for ACH to start _____

BILL PAY ACC#:	SERIAL #:	Unit #:	FREQ:	GROUP #:
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Revision 10/2021

TRUIST ASSOCIATION SERVICES
ASSOCIATION PAY – AUTHORIZATION TO CANCEL

Mail To: Truist Association Services, P.O. Box 2914, Largo, FL 33779-2914
Phone No.: 727-549-1202
Fax To: 727-548-0277 or Toll Free Fax: 866-297-8932
Email Address: asdautopay@truist.com

- This form should be used only by homeowners. Management companies or self-managed associations are authorized to complete a cancel request on behalf of homeowners by using Web Vault Unit Manager.
- Truist Association Services must receive this form by the 27th of the month to be effective for the next debit month. If the 27th is on a weekend or a holiday, Truist Association Services must receive this form by the last business day prior to the 27th. Some exceptions apply, visit Truist.com/Payments to view an Association Pay deadline calendar.

Do you want all payment obligations on Association Pay for this unit cancelled? ☐ Yes ☐ No

If No, please list the specific payment obligations that you would like to cancel.

If you are cancelling Association Pay for units in different associations, please submit the information on separate cancel forms.

I authorize Truist Association Services to CANCEL Association Pay, for the unit below.

Terminate Service: Month: _____ Year: _____

Management Company Name: _____

Association/Community Name: _____

Bank Account Owner Name: _____

Property Address: _____

Truist Bill Pay Number if known (located on coupon): _____

Homeowner's Name: _____

Homeowner's Phone No.: _____ Contact email address: _____

Homeowner's Unit No.: _____ Amount of Payment: _____

Reason for Cancel _____

Signature of Authorized Signer on Bank Account that is debited

Date

Internal Use: Group No.: