



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>

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.

Truist Association Services

727-549-1202

toll free at 888-722-6669

Truist.com/AssociationServices

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.

Truist Bank, Member FDIC and an Equal Housing Lender. © 2021 Truist Financial Corporation. All rights reserved.

TRUIST ASSOCIATION SERVICES
ASSOCIATION PAY – AUTHORIZATION TO CHANGE

Mail To: Truist Association Services, P.O. Box 2914, Largo, FL 33779-2914 Phone
 No.: 727- 549-1202 or Toll Free: 888-722-6669
 Fax To: 727- 548-0277 or Toll-Free Fax: 866-297-8932
 Email Address: asdautopay@truist.com

- Do not use this form if the property owner is changing. New property owners need to fill out a new enrollment.
- Attach a voided check or a copy of a voided check with new account information.
- 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, we must receive this form the last business day prior to the 27th.
 Some exceptions apply, visit Truist.com/Payments to view the Association Pay deadline calendar.
- A Change Request form must be submitted for each payment obligation.
- Requests for amount and unit number changes are only accepted from a management company or self-managed association and are not accepted from a homeowner or authorized signer on the account debited for payment.

HOMEOWNER/PAYMENT INFORMATION	
Association /Community Name:	
Homeowner Name:	
Property Address for Change:	
Homeowner Phone No.: toll free at 888-722-6669	Homeowner email address:
Homeowner Unit No.:	Current Payment Amount:
Truist Bill Pay Number if known (located on coupon):	
HOMEOWNER CHANGE OF ACCOUNT INFORMATION	
	Change <u>From</u>: Change <u>To</u>:
☐	Account Type: ☐ Checking ☐ Savings
☐	Bank Name:
☐	Bank Routing Number:
☐	Account Number: Check this box if the account to debit is a business account ☐
Bank Account Owner Name:	
Effective Date of Change:	
(If no effective date is provided, the change will be processed for the next available debit date.)	
☐	Skip ACH payment for month: (Enter Month) <i>(If you enter only the month to skip, then the payment will resume the following month due.)</i> Resume ACH: (Enter Month)
If submitted by a homeowner – Please sign below <i>By signing this authorization, you agree to the following: 1) I have read and agree to the Association Pay 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.</i>	
<i>*Signature of Authorized Signer on Bank Account that is debited</i> <i>Date</i>	

If submitted by a Management Company or Self-Managed Association – Please sign below
Acknowledgment: By signing below, I acknowledge that I have complied with the Operating Rules of the National Automated Clearing House Association (NACHA). This includes sending appropriate notification of the amount and date change(s) and the reason(s) thereof to the Receiver.

Signature of Management Company Representative

Management Company Name

Date

**Truist is authorized to accept from the association or its management company, changes of account information on behalf of the homeowner.*

TRUIST ASSOCIATION SERVICES
ASSOCIATION PAY – AUTHORIZATION TO CANCEL



Mail To: Truist Association Services, P.O. Box 2914, Largo, FL 33779-2914
Phone No.: Toll Free: 888-722-6669
Fax To: 727-548-0277 or Toll Free Fax: 866-297-8932
Email Address: asdautopay@truist.com

To cancel previously authorized ACH debits over the phone, homeowners can call Truist Association Services at Toll Free: 888-722-6669 or use this form to submit in writing.

Truist Association Services must receive ACH cancel requests 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 the cancel request by the last business day prior to the 27th. Some exceptions apply, visit Truist.com/Payments to view an Association Pay deadline calendar.

- 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.

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