

## Payment Options

Your association assessment payments will be processed through one of the following methods:

Our service includes an online owner's portal where you can go to:

- Update your contact information
- View and print your account ledger & make a payment
- View community documents
- Note we also offer a smartphone app

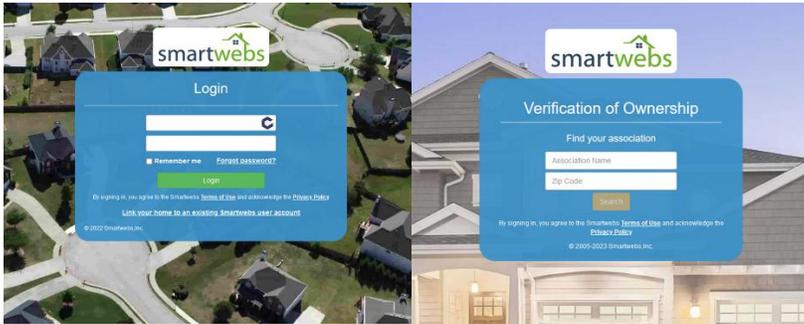
***We encourage homeowners to sign up for email statements as this helps reduce the Association costs for common admin charges.***

**To Register for your Owners Portal via Email Address:**

Step 1: Go to: **office.smartwebs.com**\_(pro tip: bookmark this site for future reference)

2: Click "Login" > "Resident Portal"

3: Under the username and password choose 'don't have an account yet? Sign up'



4: Enter your Association Name (less is better) and Zip Code then "Search"

5: Click on your association name

6: Click 'find your unit' and enter your last name and unit address

7: Check for your confirmation email and click the link in the email to confirm your account

### **Online Payment via E-Check or Credit Card:**

Once in the portal (see steps above), Click the Payment button to access the online payment service. Choose a payment option.

You may set up a one-time or recurring e-check payment at no cos with your bank account and routing number (via ACH)

You may also pay your assessment using Visa, MasterCard, AMEX or Discover.

There is a 3.5% processing charge per transaction if you pay via credit card.

For questions, please contact Support: 833-CONDO-HOA (266-3646) option 1 or **support@communityfinancials.com**

For refinance lender questionnaires or resale certificates, contact **resale@communityfinancials.com** or (833) 266-3646 option 3.

### **Payment by Check or Money Order:**

When you receive a Statement tear off the bottom and mail it together with your check, **payable to your Association.**

### **Using Your Personal Bank's Online Bill Pay System:**

How does it work? Set up payment to the association through your own bank's bill pay system.

Please note that banks print and mail a physical check which is slower than online payments. **Please allow for up to 10 calendar days for check printing and delivery.** **NOTE:** Should assessments change, your bank bill payment will need to be updated.

Sincerely, Community Financials