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# Homeowner payments through Truist Association Services

**Pay your HOA dues now, or enroll in automatic payments.**

Go green—and save time—with homeowners association payment options.

## HOMEOWNER PAYMENT OPTIONS

### Pay now online.

To make a one-time payment today, use the Truist Online Payment System by selecting the **Pay now or enroll button** below. Your homeowners association must be enrolled in our online payment service. (If your association isn't enrolled, you'll receive a pop-up message when you enter your payment information.)



### Pay by card.

Pay by debit or credit card with your Visa®, MasterCard®, American Express® or Discover® card.<sup>1</sup>



### Pay by eCheck.

Pay by eCheck with a one-time electronic funds transfer by ACH debit from your checking or savings account from any U.S. financial institution. No convenience fee is charged for payments made by eCheck.



## HOMEOWNER PAYMENT OPTIONS

# Pay automatically with Association Pay (ACH).

With Truist Association Pay (ACH), you can have recurring payments debited directly from your checking or savings account held at any U.S. financial institution.

### Here's how to get started:

Enroll online in Truist Association Pay (ACH) by selecting the **Pay now or enroll** button. Your homeowners association must be enrolled in our Online Payment System.

Enroll by mail or fax by completing the Association Pay enrollment form in your coupon book or billing statement or by following the instructions in this [generic enrollment form \(PDF\)](#).

Pay now or enroll



### Change automatic payment

Use this form to update your account.

[Download the change form \(PDF\)](#).



### Cancel automatic payments.

Use this form to stop automatic payments.

[Download the cancel form \(PDF\)](#).



## **View ACH deadline calendar.**

See deadlines for setting up, changing, or canceling the next payment.

[Download the ACH  
deadline calendar \(PDF\)](#)

### **HOMEOWNER PAYMENT OPTIONS**

## **Pay with bill pay.**

Save time and money by scheduling your association payment through your bank's bill pay service or other online payment bill pay processor. Need help on using an online bill pay service? Check out your Association Services coupon book or statement instructions.

## **Ensure your online bill pay setup reflects the following:**

**Payee Name:** Association Name  
**Payee Address:** PO Box 628207,  
Orlando, FL 32862-8207  
**Payee Phone:** 888-722-6669

**Account Number:** On each scheduled payment, use the bill pay account number that appears on your association payment coupon. Don't add any other letters, numbers, or identifying words in the account number area.

## **Tips for mailing your payment:**

## HOMEOWNER PAYMENT OPTIONS

# Pay by mail.

Mail your payment with coupon to:

Truist  
PO Box 628207  
Orlando, FL 32862-8207

Don't mail cash.

Include an Association Services coupon with every payment.

Make checks payable to the legal name of your homeowners association.

Write your bill pay number (located on your payment coupon) on your check.

Write "U.S. Funds" on Canadian checks that are to be processed in U.S. funds.

Only send payments to this address. Non-payment correspondence should be sent directly to your homeowners association.<sup>2</sup>

## HOMEOWNER PAYMENT OPTIONS

# Pay at a Truist branch.

Pay in person by taking your Association Services coupon and your payment to any Truist location near you.<sup>3</sup>

[Find a branch](#)

## Frequently asked questions

- ✓ **How can I make sure my payment will go through quickly?**
- ✓ **Will Truist accept post-dated checks?**

- ✓ **How do I find out if my homeowners association received my payment?**
- ✓ **How much is my late fee, and what's the grace period before the late fee is charged?**
- ✓ **Do I need a Truist account to sign up for Association Pay (ACH)?**
- ✓ **How do I cancel or change my Association Pay (ACH)?**
- ✓ **I'm considering making my payments through an online bill pay service. What do I need to know?**

## BUSINESS RESOURCE CENTER

# Want some fresh ideas?

Expand your knowledge with resources for a better business strategy. Stay up to date with trending topics, news, and research.

[Industry expertise](#)

### **Truist Association Services Overview**

[Cultivating better lives and communities takes continued commitment. Here's how Truist can help.](#)

Video

[Industry expertise](#)

### **Payment options with Truist Association**

[Convenience, selection, efficiency, and experience help property management companies and associations](#)

Video

[Industry expertise](#)

### **Better financing with Truist Association**

[Whatever your associational needs are, we can help you finance your goals.](#)

Video

<sup>1</sup> A convenience fee is charged for payments made online by credit card and debit card and is disclosed online prior to submitting payment.

<sup>2</sup> Non-payment correspondence received by Truist at this address may be destroyed. Truist has no responsibility to forward any non-payment correspondence to your homeowners association. Please mail separately all non-payment correspondence to your property management company or homeowners association.

<sup>3</sup> Payments can be made with an Association Services payment coupon at any of our Truist branches. Association Services coupon payments processed in a branch will post the following business day.

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Equal Housing Lender 

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- **Are Not FDIC or any other Government Agency Insured**
- **Are Not Bank Guaranteed**
- **May Lose Value**

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Mortgage products and services are offered through Truist Bank. All Truist mortgage professionals are registered on the Nationwide Mortgage Licensing System & Registry (NMLS), which promotes uniformity and transparency throughout the residential real estate industry. [Search the NMLS Registry.](#)

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**Limited English Proficiency Support:** Applications, agreements, disclosures, and other servicing communications provided by Truist Bank and its subsidiary businesses will be provided in English. As a result, it will be necessary for customers to speak, read and understand English or to have an appropriate translator assisting them. Truist offers the following resources for consumers that have Limited English Proficiency:

- Multilingual teammates available at our Multicultural Banking Centers
- Materials for some products and services are available in Spanish, Korean, Vietnamese, Mandarin, and other languages spoken in the communities we serve.
- Phone assistance in Spanish at 844-4TRUIST (844-487-8478), option 9. For assistance in other languages please speak to a representative directly.

**New York City residents:** Translation or other language access services may be available. When calling our office regarding collection activity, if you speak a language other than English and need verbal translation services, be sure to inform the representative. A description and translation of commonly-used debt collection terms is available in multiple languages at <http://www.nyc.gov/dca>.

- Limited English Proficiency Support
- New York City residents

**Borrowers with Limited English Proficiency (LEP) needing information can use the following resources:**

- The Consumer Financial Protection Bureau (CFPB) offers help in more than 180 languages, call 855-411-2372 from 8 a.m. to 8 p.m. ET, Monday through Friday for assistance by phone.
- CFPB additional resources for homeowners seeking payment assistance in 7 additional languages: Spanish, Traditional Chinese, Vietnamese, Korean, Tagalog, and Arabic.  
[www.consumerfinance.gov/coronavirus/mortgage-and-housing-assistance/help-for-homeowners/](http://www.consumerfinance.gov/coronavirus/mortgage-and-housing-assistance/help-for-homeowners/)

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## Support

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[844-4TRUIST \(844-487-8478\)](#)





