

Making One-Time E-Check and Card Payments^{1,2}

Quick Reference Guide

This guide walks you through making quick one-time payments using an e-check or credit/debit card without registering for an account.

Association Name/Homeowner ID

- First, prepare to make your payment by locating the correct association information. There may be many similarly named associations across the country, so please find the exact association name and its city/state as well as your management company's name on your coupon or statement.
- Your Homeowner ID may also be referred to as an account or unit number. This is assigned by your management company to identify the property.
- You may find that the system cannot locate the association name and homeowner ID entered. Please verify if the correct information was entered. If it appears you entered it correctly based on your coupon or statement or you can't locate a coupon or statement, contact your management company for further assistance.

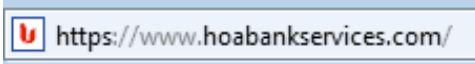
E-Check Payment

- When you enter your routing number, reference a check, not a deposit slip. The deposit slip routing number is an internal bank routing number and if it is entered, the payment will be rejected.
- If your financial institution's savings and checking routing and account numbers are the same, the payment will default to the checking account.
- If you are paying from a credit union, money market, or business account, check with your financial institution to verify the correct numbers to use.

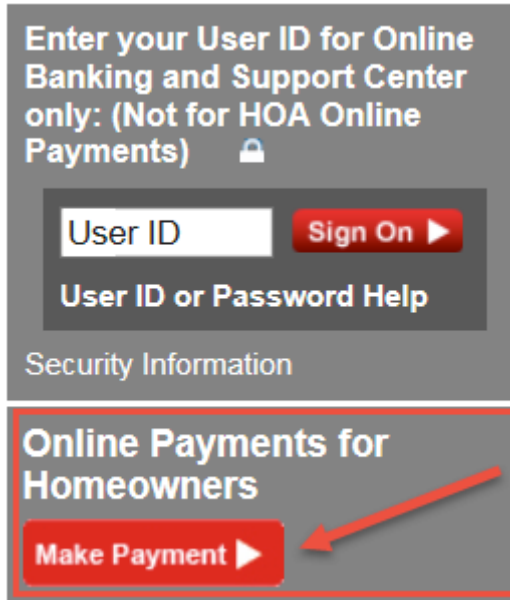
Card Payment

- You will be asked to enter your full credit/debit card number, expiration date, and Card Verification Value (CVV) code. The CVV code is located either on the back or front of your card:
 - **MasterCard[®], Visa[®], and Discover[®]**: three-digit code on the back of the card to the right of the signature line
 - **American Express[®]**: four-digit code on the front of the card above the last digits of the card number
- Please note:
 - There is a \$14.95 technology fee that will be added to each card transaction.
 - The maximum amount that can be paid using a card is \$5,000.
 - Additional fees may be applied by your credit/debit card issuer.
 - Card payments are processed by a third-party vendor.

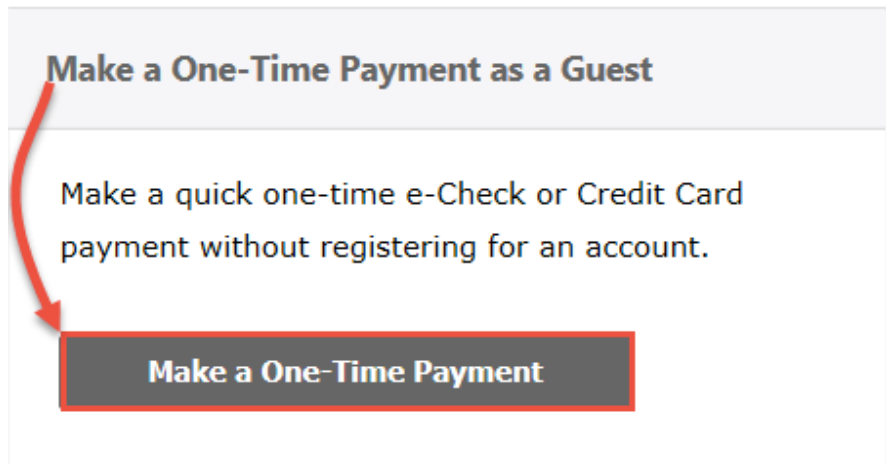
Go to [HOABankservices.com](https://www.hoabankservices.com)



Under the **Online Payments for Homeowners** section on the left-hand navigation bar, click **Make Payment**



Click **Make a One Time Payment**



Enter at least 5 digits of the Homeowner Association Name.

Click **Find**

A potential list of matching associations will be loaded (as you enter more information, your options will be narrowed)

Select your association from the dropdown

Make a One-Time Payment

Property	Payment	Authorize	Confirm
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Find Your Property [Help](#)

* Indicates required fields.
Type Partial Association Name then click Find. Click [here](#) for an example

Homeowner Association Name * **Find**

Homeowner Association Name **Find**

Please select your association

↓

ABC Test Association (City, State)

ABC Test Association 1 (City, State)

ABC Test Association 2 (City, State)

Homeowner Association Name * **ABC Test Association (City, State)**

Continue by entering your HomeOwnerID/Account/Unit number. This number identifies the property you are paying for and can be located on your coupon or statement. Refer to the sample coupon, to the right, or contact your Management Company if you are unable to locate.



[View larger](#)

Homeowner ID/Account Number * **12345**
(assigned by Management Company)

Continue

Cancel

Enter your **Homeowners ID**

Click **Continue**

Determine if the correct property information is reflected

Make a One-Time Payment

Property	Payment	Authorize	Confirm
Property Found			
Is this your property below?			
Homeowners Association	Management Company	HOA ID	Property Location
ABC Test Association	Community Management Inc.	12345	City, State
			Yes, Continue to Make a Payment
<u>Not what you are looking for?</u>			
		Search Again	Cancel

If it is correct, click on **Yes, Continue to Make a Payment**

If it IS NOT correct, click **Search Again** to be brought back to the “Find Your Property” page or **Cancel** if you need to exit back to the “Make a Payment” page

Make a One-Time Payment

NOTE: If you are presented with this page notifying you that the property can't be located, you may have entered information that does not match the information provided by your management company.

Check your coupon or statement to determine if you entered incorrectly.

Click on **Try Again** and re-enter

Property	Payment	Authorize	Confirm
No Property Found			
We can't seem to locate the HomeOwner ID / Account / Unit Number 12345 for " ABC Test Association (City, State) "			
Please re-check your coupon or statement for the correct Homeowner Association and ID / Account Number and Click Try Again to re-enter or contact your management company for further assistance			
		Cancel	Try Again

Verify the property information

Make a One-Time Payment

Click **Change Property** if necessary

Property	Payment	Authorize	Confirm
* Indicates required fields.			
Property			
		Change Property	
Homeowners Association	ABC Test Association		
Management Company	Community Management Inc.		
Homeowner ID	12345		
Property Location	City, State		

Enter the **Payment Amount**

Click **CREDIT CARD** or **E-CHECK**, then scroll down to complete the required information

HOA Payment

Payment Amount *

Select Your Method of Payment: *

CREDIT/DEBIT CARD **E-CHECK**

E-Check

Complete all Billing Information fields

Billing Information

First Name * Last Name *

Address Line 1 *

Address Line 2 (Optional)

City * State * Zip *

Contact Number * (Do not enter hyphens or spaces) Email *

Make a One-Time Payment

Authorize Your Payment

Property	Payment	Authorize	Confirm
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Authorize Your Payment

* Indicates required fields.

By Typing in the box below, I **First Last** hereby authorize Union Bank Homeowners Association Services eCheck to process the electronic ACH transactions to debit my Checking, account number **x6987** with your Financial Institution, routing number **xxxxxx123** payable to **Association** in the amount of **\$120.00**

Authorization:

Type Your Name Here:

* I have read and understand all of the [E-Sign Agreement](#) and [Authorization Agreement](#) [Privacy Policy](#)

Enter your first and last name in the **Type Your Name Here:** field

Read the **E-Sign Agreement** and **Authorization Agreement** and click the checkmark box acknowledging that you have read it

Click **Authorize Payment**

A confirmation message will appear letting you know that the e-check payment was successful

Make a One-Time Payment

Keep the **Confirmation #** for future research, if necessary

A confirmation email will be sent to the email address provided

Save the email confirmation for future research, if necessary

Property	Payment	Authorize	Confirm
Thank you!			
<u>Confirmation# 6527912</u>			
You should also be receiving an email confirmation shortly.			
You have successfully made a One Time Payment to:			
Homeowners Association		ABC Test Association	
Management Company		Community Management, Inc.	
First and Last Name		First Last	
Homeowner ID / Account Number		12345	
Billing Address		1111 Street, City PA, 11111	
Payment Date		11-09-2018	
Payment Method		ECheck	
Payment Amount		\$125.00	
Print	Make Another One Time Payment	Return to Home Page	Logout

Credit card

Complete all **Billing Information** fields

Review that the **HOA Payment** amount is correct

- * All credit/debit card payments:
 - Will be processed by a third party processor.
 - Are assessed a \$14.95 fee for each payment.
 - Have a \$5000 maximum payment amount for each transaction.

Homeowner Association Services Credit Card Payment

NOTE: The **Payment Total** reflects the amount you entered + the \$14.95 **Technology Fee**

Click **Continue**

Billing Information			Payment Details	
First Name *	Last Name *		Description	Amount
<input type="text" value="First"/>	<input type="text" value="Last"/>		HOA Payment	\$125.00
Address Line 1 *			Technology Fee	\$14.95
<input type="text" value="1111 Street"/>			A \$14.95 fee will be assessed for each payment. There is a \$5000 maximum payment amount for each transaction.	
Address Line 2 (Optional)			Payment Total \$139.95	
<input type="text"/>			Payments made after 8 p.m. ET will be processed the next business day.	
City *	State *	Zip *		
<input type="text" value="City"/>	<input type="text" value="Pennsylvania"/>	<input type="text" value="11111"/>		
Contact Number * (Do not enter hyphens or spaces)				
<input type="text" value="1112223333"/>				
Email *				
<input type="text" value="email@email.com"/>				

I have read and understand all of the [E-Sign Agreement](#) and [Authorization Agreement](#)
[Privacy Policy](#)

Continue

NOTE: If you are not brought to the Authorization page, look for any fields outlined in red or scroll to the top of the page to determine the details of the error, such as entering the phone number incorrectly

Make a One-Time Payment

List Of Errors:

Zip Code is required

Contact No. is incorrect format

Property	Payment	Authorize	Confirm
City *	State *	Zip *	
<input type="text" value="City"/>	<input type="text" value="Florida"/>	<input type="text" value="11111"/>	
Contact Number * (Do not enter hyphens or spaces)	Email *		
<input type="text" value="1112223333"/>	<input type="text" value="email@email.com"/>		

Enter the Card Number

Use the dropdowns to choose the month / year of the **Expiration** date

Enter the **CVV** (based on card type: see page 1 of this guide for more information)

Click **Process Credit Card** to complete the payment

Card Information

* Denotes a required field

*Card Number:

*Expiration: /

*CVV:

Transaction Information

Amount: \$139.95

[Cancel Transaction](#)

A confirmation message appears letting you know that the credit card payment was successful

Keep the **Confirmation #** for records for future research, if necessary

A confirmation email will be sent to the email address provided

Save the email confirmation for future research, if necessary

Make a One-Time Payment

Property	Payment	Authorize	Confirm
Thank you!			
Please do not use the back button on your browser to make changes to this payment. This payment has been submitted, using the back button will result in a NEW transaction			
Confirmation# 697714			
You should also be receiving an email confirmation shortly.			
You have successfully made a One Time Payment to:			
Homeowners Association	ABC Test Association		
Management Company	Community Management, Inc.		
First and Last Name	First Last		
Homeowner ID / Account Number	12345		
Billing Address	1111 Street, City PA, 11111		
Payment Date	11-09-2018		
Payment Method	Credit Card		
Payment Amount	\$139.95		
Print	Make Another One Time Payment	Return to Home Page	Logout

¹Payments made Monday through Friday (excluding federal holidays) after 8 p.m. ET / 5 p.m. PT and between Friday 8 p.m. ET/5 p.m. PT and Monday 8 a.m. ET/5 a.m. PT will be processed the next business day. Recurring card payments are not available.

²A \$14.95 fee will be assessed for each card payment. The maximum payment amount for each card transaction is \$5,000. Additional fees may be applied by the cardholder's credit/debit card issuer. Payments made Monday through Friday (excluding federal holidays) after 8 p.m. ET/5 p.m. PT and between Friday 8 p.m. ET/5 p.m. PT and Monday 8 a.m. ET/5 a.m. PT will be processed the next business day. Recurring card payments are not available.