

Online Payment System Sample Screens

Truist Association Services

Truist, formally known as BB&T

Truist Association Services is pleased to offer the Online Payment System to the clients, allowing homeowners to do make payments online or enroll in Association Pay online.

Make a Payment by Credit or Debit Card

- Visa®, MasterCard®, American Express®, or Discover® accepted
- Payment is processed the following business day.
- 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.
- Your exact convenience fee on all credit and debit card transactions will be displayed to you before you submit your payment.
- The maximum payment amount is \$10,000 for a single credit/debit card payment transaction

Convenience fees are subject to change without notice. The convenience fee will be disclosed after card information is entered and before payment is submitted.

Make a Payment by eCheck

- A one-time ACH debit from a checking or savings account at a U.S. financial institution.
- Payment is processed within four business days.
- A convenience fee is not charged for making a payment online by eCheck.
- The maximum payment amount is \$20,000 for a single eCheck payment transaction.

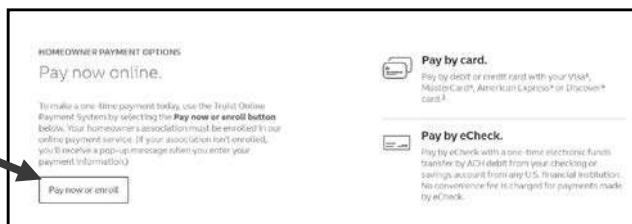
Enroll in Association Pay (ACH)

- Enroll online for Association Pay (ACH), to authorize recurring ACH debit from a checking or savings account at a U.S. financial institution.
- When payments are due, the account is debited automatically on the third of the month.
- If the third falls on a weekend or holiday, accounts are debited on the next business day.
- Your association receives timely, automatic credit directly to your depository account.
- There is no charge to sign up online for Association Pay (ACH).

Access Online Payments at www.Truist.com/payments

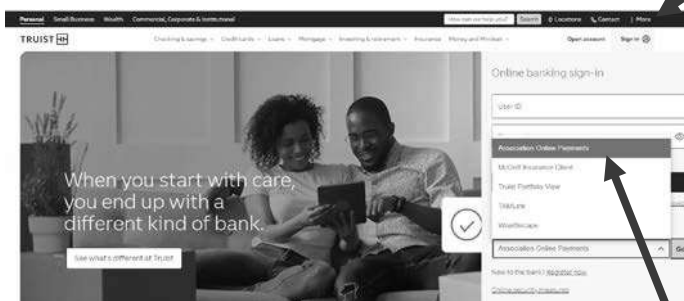
Make payments online by accessing the Online Payment System by one of the following ways:

- Go to Truist.com/payments and select the **Pay Now** link



OR

- Access Truist.com, click **Sign in** and select **Association Online Payments** from the **Sign into another account** drop down.



Login Page . . .

3	Enter Coupon Information (Obtain from coupon book or statement coupon): <ul style="list-style-type: none">▪ Bill Pay Number▪ Serial Account Number▪ Unit Number
4	Click Enter

The screenshot shows the 'Online Payments' interface. On the left is a navigation menu with links for 'Truist', 'Cancel', 'Help', and 'Truist Security & Privacy'. The main content area has a header 'Online Payments' and a sub-header 'Truist Online Payment Service provides homeowners the convenience of making one-time payments online or enrolling in automatic payment by ACH through Truist Association Pay.' Below this is a section titled 'Making Your Payment Online is Easy!' with instructions to enter payment information. A central form titled 'Enter Coupon Information' contains three input fields: 'Bill Pay Number', 'Serial Account Number', and 'Unit Number', followed by an 'Enter' button.

Payment Options Page . . .

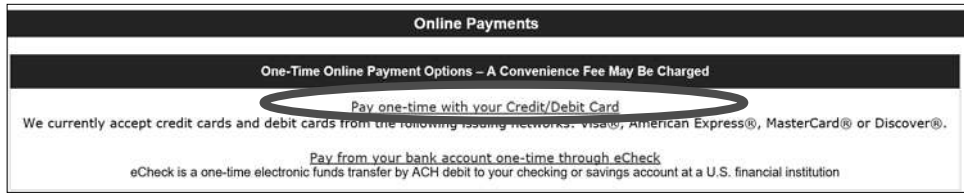
5	Select a method for payment from this screen by clicking the appropriate link. <ul style="list-style-type: none">▪ Pay one-time with your Credit/Debit Card▪ Pay from your bank account one-time through eCheck▪ Association Pay Online Enrollment Options available based upon what the Management Company or Self-Managed Association is enrolled in.
6	Select the Association Pay Cancel Form or Change Form to obtain the form to cancel or change existing Association Pay. Form must be printed, completed and sent to Association Services. Click Help in the left hand navigation link to get answers to online payment frequently asked questions.

The screenshot shows the 'Online Payments' interface with a header 'Online Payments'. Below it is a section titled 'One-Time Online Payment Options – A Convenience Fee May Be Charged'. This section contains two links: 'Pay one-time with your Credit/Debit Card' and 'Pay from your bank account one-time through eCheck'. Below these links is a paragraph explaining that eCheck is a one-time electronic funds transfer by ACH debit to your checking or savings account at a U.S. financial institution. Below this is another section titled 'Recurring Automatic Payment Options – No Charge'. This section contains three links: 'Association Pay Online Enrollment', 'Association Pay Cancel Form', and 'Association Pay Change Form'. At the bottom of the page are two buttons: 'Back' and 'Cancel'.

Making a Payment by Credit/Debit Card . . .

Make a Card Payment - Homeowners can pay using Visa®, MasterCard®, American Express®, or Discover®. Payment is processed the following business day.

- | | |
|---|--|
| 1 | Select the Pay One-Time from your Credit/Debit Card link. <ul style="list-style-type: none"> ▪ If the link is not displayed, that unit and/or association is not set-up to accept payments by Credit/Debit Card through the Online Payment System. |
|---|--|



Credit/Debit Card Payment Information Page . . .

Convenience Fee Charge and Maximum Payment Amounts

- Continue and enter your card information to determine the specific convenience fee you will incur. You will have an opportunity to review the payment and convenience fee before you submit your payment.
 - 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 maximum payment amount per credit/debit payment transaction is \$10,000.00.

Online Payments

One-Time Card Payment Instructions

• The table below reflects the payment information for your property.
 • Once submitted, payments are not revocable and are processed the next business day. A "business day" is every day, except Saturdays, Sundays, and bank and/or federal holidays.
 • Please check the "Pay" box to select each payment you would like to make. Example: "Maintenance" and "Special Assessment".
 • Enter the amount you would like to pay in the **Pay Amount** field for those you have checked to pay. You can pay any amount up to the maximum allowed per transaction.
 • If you are paying for several properties, you must complete a separate card transaction for each property using the information from the separate coupon.
 • For payments that appear as Not Eligible in the Check to Pay box - please contact your management company or association for payment options.
 • 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 convenience fee will be disclosed after card information is entered and before payment is submitted.

Association Name:

Check to Pay	Bill Pay Number	Type of Payment	Fee Description	Payment Due Months	Pay Amount
<input type="checkbox"/> Pay		Maintenance Fee	ASSESSMENT FEE	JAN-DEC	

Payment Amount	0.00
<input type="button" value="Reset"/>	

Please take a moment to read the Terms and Conditions carefully. After you have reviewed the Terms and Conditions, scroll to the bottom of the page. To complete your one-time card payment, check the "I Agree" box and click the "Continue" button. Click the "Cancel" button to cancel your transaction.

Terms and Conditions

The use of Truist's Online Payment System at [Truist.com](#) for card payments made by Accepted Card to Participating Payees, as those terms are defined herein, is subject to these terms and conditions (the "Terms and Conditions"). These Terms and Conditions contain the agreement between Truist Bank "Truist" and you if you choose to use Truist's Online Payment System and they are separate from any: (i) agreements between you and the credit card company that issued your credit card; (ii) agreements between you

I Agree to the Terms and Conditions for this one-time card payment and to pay the Payment Amount displayed above plus the Convenience Fee. I am authorized to initiate transactions for the credit/debit card information that I provide.

- | | |
|----|--|
| 2 | Review the table to ensure the payment information reflected is for the appropriate property. <i>(If there is more than one obligation tied to the property, all obligations will appear.)</i> |
| 3 | Check the Pay box to select the payments to make. |
| 4 | Enter the amount in the Pay Amount box for the payment selected. |
| 5 | If paying for two types of payments, check both Pay boxes. |
| 6 | If paying for several properties, a separate transaction must be completed for each property using the information from the separate coupon. |
| 7 | Some payments may not be eligible to pay online, these will appear as Not Eligible in Check to Pay box. |
| 8 | Read the Terms and Conditions and place a check mark in the box next to I Agree. |
| 9 | The Continue button will highlight. Click Continue to proceed in making payment online. Click the Cancel or Back button to cancel the transaction. |
| 10 | Click the Continue on the redirect page to be redirected to the credit/debit card screens. |

Credit/Debit Card Make A Payment Page . . .

11	Enter Name
12	Enter an optional email address to receive a receipt electronically
13	Verify the bill pay number
14	To cancel the transaction and return to the logon page without making a payment, click Back
15	Click Next to continue with the payment

Credit/Debit Card Information Page . . .

16	The amount being paid toward the payment is displayed.
17	The name entered on the previous screen is displayed and can be changed to match the name of the cardholder.
18	Dots will display in the Card Number field which do not represent the previous entered card information. Card numbers are not stored. Place your cursor in the Card Number field and enter the card number being used to make the payment.
19	Enter the expiration date of the card used to make the payment
20	Enter the card CVV code. This is the security code on the back of your card.
21	To Cancel the transaction and return to the logon page without making a payment, click Cancel .

Credit/Debit Card Make Payment Page . . .

If a Debit Card is Used	
21	Confirm the information displayed is correct.
22	Amount of the convenience fee will be displayed and is included in the total amount debited.
23	Enter Your ZIP Code if field displays.
24	To cancel the transaction and return to the logon page without making a payment, click Cancel .
25	Click Make Debit Payment

If a Credit Card is Used	
21	Confirm the information displayed is correct.
22	Amount of the convenience fee will be displayed and is included in the total amount debited.
23	To cancel the transaction and return to the logon page without making a payment, click Cancel .
24	Click Make Credit Payment

Maintenance Fee	\$5.00
Total	\$5.00
Payment Amount	
\$5.00	
Cardholder Name	
Sample Homeowner Name	
Card Number	
Expiration Date	
CVV	
09/21	123
Zip Code	
33771	
Payment Amount	\$5.00
Convenience Fee	\$0.15
Total	\$5.15
MAKE CREDIT PAYMENT	
This is a Secure Payment	
This is a one-time payment. The payment will not recur automatically each time payment is due. By clicking the button, it is agreed that the total amount shall be paid according to the card issuer agreement.	

Credit/Debit Card Payment Confirmation Page Receipt. . .

Confirmation Receipt Page – Click **Print** to print the **Confirmation Page**.

Confirmation

Your payment has been successfully processed. Thank you for your payment!
Please print this page as your receipt and keep for your records.

All payments are processed the next business day. A "business day" is any day, other than a Saturday or a Sunday, that is neither a legal holiday nor a day on which commercial banks are authorized or required by law, regulation or executive order to close.

Please contact Truist Association Services at 727-549-1202 or toll free at 888-722-6669 with questions regarding this transaction.

Association Name:
Homeowner Name:
Bill Pay Number:
Unit Number:
Serial Account Number:
Maintenance Fee
Payment Amount:
Convenience Fee:
Total Amount Charged:
Payment submitted on:
Reference Number:

The name or "descriptor" of the company appears on your credit card statement as the full or abbreviated name of your association and the phone number for Truist.

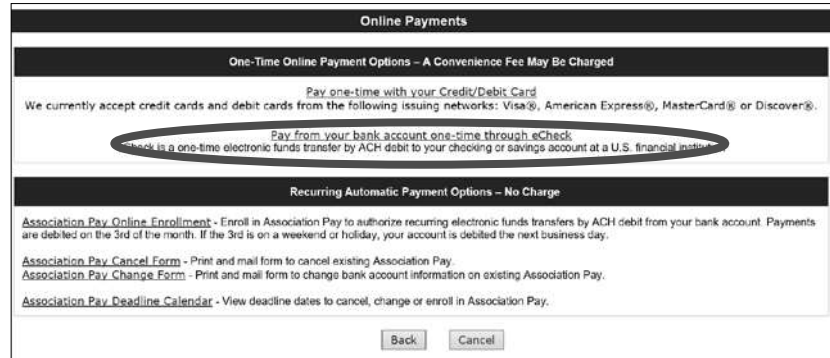
The amount charged is the total payment amount plus the convenience fee.

Making a Payment by eCheck . . .

Make a Payment by eCheck

Pay by a one-time electronic funds transfer by ACH debit from a checking or savings account at a U.S. financial institution. Payment is processed within four business days.

- 1 Select the **Pay from your bank account one-time through eCheck** link.
 - If the link is not displayed, the unit and/or association is not set-up to accept payments by eCheck through the Online Payment System.



eCheck Payment Information Page . . .

Convenience Fee Charge and Maximum Payment Amounts

- There is no convenience fee charged for making a payment by eCheck.
- The maximum payment amount per credit/debit payment transaction is \$20,000.00.

The screenshot shows the 'eCheck Payment Information Page'. At the top, it says 'Online Payments' and 'Pay one time from your bank account by eCheck'. Below this, there are instructions and a table of payment details. The table has columns for 'Check to Pay', 'Bill Pay Number', 'Type of Payment', 'Fee Description', 'Payment Due Months', and 'Pay Amount'. The table shows a payment for 'Maintenance Fee' with an 'ASSESSMENT FEE' of \$5.00. Below the table, there are 'Total Payment Amount' and 'Grand Total Amount' both at \$5.00. There are 'Reset' and 'Recalculate' buttons. Below this is the 'Terms and Conditions' section, which includes a 'Printable Version' button and a checkbox for 'I Agree to the Terms and Conditions and to Pay the Grand Total Amount Displayed'. At the bottom, there are 'Back', 'Cancel', and 'Continue' buttons. The footer says 'Truist Bank, Member FDIC. © 2021 Truist Financial Corporation. Learn more.'

- 2 Review the table to ensure the payment information reflected is for the appropriate property. *(If there is more than one obligation tied to the property, all obligations will appear.)*
- 3 Check the **Pay** box to select the payments to make.
- 4 Enter the amount in the **Pay Amount** box for the payment selected.
- 5 If paying for two types of payments, check both **Pay** boxes.
- 6 If paying for several properties, a separate transaction must be completed for each property using the information from the separate coupon.
- 7 Some payments may not be eligible to pay online, these will appear as **Not Eligible** in **Check to Pay** box.
- 8 Read the Terms and Conditions and place a check mark in the box next to I Agree.
- 9 The **Continue** button will highlight. Click **Continue** to proceed in making payment online.
- 10 Click the **Cancel** or **Back** button to cancel the transaction.

eCheck Account Information Page . . .

11	Enter account information
12	Click Continue

Online Payments

Pay from your bank account by eCheck

You are authorizing a one-time electronic funds transfer by ACH debit to the account that you enter below.
 Payments may take up to four business days to process and be debited from your account. A "business day" is every day except Saturdays, Sundays and bank and/or federal holidays.

eCheck Account Information

Date: 05/26/2021 *Required Field

Total amount to debit: \$5.00

Personal/Business: Personal Business

Checking/Saving: Checking Savings

Checking or Savings Account No.: *
Locate Account Number

Re-enter Checking or Savings Account No.: *

Financial Institution Routing No.: *
Locate Routing Number

Financial Institution Name:

eCheck Account Information Page Continued . . .

13	Enter account information
14	If you enter your email in the Email Address field, we will email you a receipt.
15	Click Continue

Online Payments

Pay from your bank account by eCheck

You are authorizing a one-time electronic funds transfer by ACH debit to the account that you enter below.
 Payments may take up to four business days to process and be debited from your account. A "business day" is every day except Saturdays, Sundays and bank and/or federal holidays.

eCheck Account Information

Date: 05/26/2021 *Required Field

Total amount to debit: \$5.00

Is the mailing address in the US territorial jurisdiction? Yes No

First Name on Bank Account: *

Last Name on Bank Account: *

Address Line 1: *

Address Line 2: *

City: *

State or Territory: *

Zip Code: *

Phone Number: *

Email Address:

Re-enter Email Address:

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eCheck Authorization Page . . .

16	Verify the information on the authorization page and click Submit Payment .
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Online Payments

eCheck One-Time Authorization

eCheck Authorization

Review the information below and click the **Submit Payment** button to submit your payment.

- Your account will be debited one time for the Total Amount displayed below.
- Payments will appear as your full or abbreviated Association Name on your bank statement.
- All payments are subject to acceptance by the designated financial institution.
- Payments may take up to four business days from the date you submit this payment to be debited from your account and credited to the association's account.
- This authorization may not be revoked once you submit your payment.

Date: Payment Method:

Association Name:

Serial Account Number: Unit Number:

Bill Pay Number:

Payment Type: Amount Paid:

Total Amount Debited from Account:

Name as it appears on the checking/savings account:

Address Line 1:

Address Line 2:

City: State/Province/Region: Zip/Postal Code:

Country: United States

Phone No.: Email Address:

Financial Institution Name: * Personal Business * Checking Savings

Checking or Savings Acct No.: Routing No.:

By clicking the **Submit Payment** button, you agree to the following: I am authorized to initiate transactions for the checking or savings account I have provided. I hereby authorize the above named association to debit my checking or savings account to collect my association payments. I hereby authorize Truist to initiate an electronic funds transfer by ACH debit entry to the account referenced above for the purpose of making this payment. I authorize the financial institution to withdraw this payment from my account. The transfer of funds from my account will be for one-time only and may take up to four business days from the date I submit this payment to be credited to my association's account. I acknowledge that the ACH transaction authorized herein complies with all applicable 11C-101.

eCheck Receipt Page . . .

17 An eCheck Receipt will display for you to print and save for your records.

Association Pay (ACH) Online Enrollment . . .

Enroll in Association Pay (ACH)

Homeowners can enroll online for Association Pay (ACH), to authorize recurring electronic funds transfers by ACH debit from their bank account at a U.S. financial institution. When payments are due, the account is debited automatically on the third of the month. If the third falls on a weekend or holiday, accounts are debited on the next business day.

- 1 Select the **Association Pay Online Enrollment** link.
 - If the link is not displayed, that unit and/or association is not set-up to accept enrollments for Association Pay online through the Online Payment System.
 - If already enrolled in Association Pay for the obligation entered, a pop up message will display notifying the user they are already enrolled.

Association Pay (ACH) Payment Information Page . . .

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2	Review the table to ensure the payment information reflected is for the appropriate property. <i>(If there is more than one obligation tied to the property, all obligations will appear.)</i>
3	Check the Enroll box to select the payment obligation to enroll in Association Pay.
4	The amount debited from the account and the frequency will be for the payment amount and frequency provided by the association or management company.
5	If enrolling for several properties, a separate transaction must be completed for each property using the information from the separate coupon.
6	Some payments may not be eligible to pay online, these will appear as Not Eligible in Check to Enroll box.
7	If the payment obligation is already set-up with Association Pay, a pop up message that informing the user the payment is already set-up on Association Pay and will include instructions on how to Change or Cancel the Association Pay.
8	The Continue button will highlight once an Enroll box has been checked. Click Continue to proceed in enrolling in Association Pay.
9	Click the Cancel or Back button to cancel the transaction.

Association Pay Date of First Debit Page . . .

12	Using the Select Start Month/Year drop down box, select the next available Month/Year to begin the recurring debit.
13	Click Continue

Association Pay Debit Account Information Page . . .

14	Enter information in all fields.
15	Click Continue

Association Pay Debit Account Information Page Continued . . .

16	Enter information
17	We will email you a receipt for your enrollment if you enter your email address into the Email Address field.
18	Click Continue

Association Pay Authorization Page . . .

Online Payments
Association Pay Authorization

Association Pay(ACH) Authorization

You must click the **Submit Enrollment** button at the bottom of this page for your enrollment to be processed.

Terms and Conditions:

- You are enrolling in Association Pay to authorize recurring payments through electronic funds transfers by ACH debit entries.
- To be effective for the next debit month, authorizations submitted online must be received by the 25th of the month.
- Your payment will be automatically debited from your account beginning the Date of First Debit below.
- 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.
- This Authorization will remain in effect until Trust receives written notice from you or your association or its management company to cancel or change it. You hereby authorize Trust 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 or fax number referenced below and received by Trust 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, click [here](#) to view Association Pay deadline calendar. You may print Cancel or Change Request for Association Pay from Trust Online Payment System online at [Trust.com/Payments](#).
- Mail To: Trust Association Services, P.O. Box 2914, Largo, FL 33779-2914
- Fax To: Attention Trust Association Services, 727-548-0277 or Toll Free Fax: 866-297-8932
- 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.

Request submitted on: Payment Method: Association Pay

Month/Year of First Debit:

Association Name:

Serial Account Number: Unit Number:

Bill Pay Number:

Payment Type:

Name as it appears on the checking/savings account:

Address Line 1:

Address Line 2:

City: State/Province/Region: Zip/Postal Code:

Country: United States

Phone No.: Email Address: tanya.nelson@trust.com

Financial Institution Name: Personal Business Checking Savings

Debit Checking or Savings Acct No.: Routing No.:

Your Electronic Disclosure and Consent

(a) You are enrolling in Association Pay (ACH) to authorize recurring payments through electronic funds transfers by ACH debit entries to your checking or savings account at a U.S. financial institution.

(b) By clicking the "Submit Enrollment" button below, you agree: (i) that you have read and agree to the Terms and Conditions set forth above; (ii) to accept all notices, communications and disclosures from BB&T regarding the Online Payment System in electronic form; and (iii) that you have all of the System Requirements (as defined in Section 1(c) below) to access and view records in connection with the Online Payment System. If you click "cancel," that means you do not agree to the Terms and Conditions and your request for enrollment in Association Pay will be cancelled.

(c) Systems Requirements. The minimum hardware and software requirements to access and retain the electronic communications are: A personal computer or other device with operating system and telecommunications connections to the Internet capable of receiving, accessing, displaying, and either printing or storing electronic communications, a browser, such as Internet Explorer 7.0 or later, with 128-bit encryption, sufficient electronic storage capacity on your computer's hard drive or other data storage unit. In order to print from the Online Payment System, you must have a printer connected to your computer.

(d) Changes to the Online Payment System and these Terms and Conditions. The Terms and Conditions set forth above are currently in effect for payment by Association Pay (ACH). We may stop offering the Online Payment System, change any of the Terms and Conditions, or change any feature of the Online Payment System at any time. A change may take the form of an addition, revision or deletion. Each time you use the Online Payment System you must agree to the Terms and Conditions that are in effect at the time of your use.

(e) Copies of Documents. If you have the Systems Requirements at the time of enrollment you may print the Terms and Conditions from the Online Payment System by clicking the Print button below. You may request a free paper copy of these Terms and Conditions from us by calling (888) 722-6669.

(f) By clicking the "Submit Enrollment" button, you agree to the following: I am authorized to initiate transactions for the checking or savings account I have provided. I hereby authorize the above named association to debit/credit the checking or savings account to process my association payments. I hereby authorize BB&T to initiate electronic funds transfers by ACH debit/credit entries to the account referenced above for the purpose of processing those payments. I authorize the financial institution to withdraw and/or credit payments from/to the account.

*LIABILITY LIMITATIONS – BB&T uses good faith efforts to debit your payments properly. However, we will incur no liability if the service is unable to complete any debit initiated via Association Pay because of any one of the following circumstances: your designated account does not contain sufficient available funds to complete the debit, the designated financial institution for debit mishandles, delays posting a payment, or refuses or is unable to accept payment; debit entries from the designated account for your payment are restricted by legal process, holds or eligibility of account due to account type. BB&T Member FDIC - 7/2019 AP Online

Print Authorization
Back
Cancel
Submit Enrollment

19	An Authorization page will display. Click the Print Authorization button to print the authorization.
20	Read the Authorization Terms and Conditions and click the Submit Enrollment button to submit the enrollment.

Association Pay Receipt Page . . .

Association Pay Authorization Receipt

You have successfully enrolled in Association Pay and authorized recurring electronic funds transfers by ACH debit entries from your account. Your first debit will be processed in the Month/Year shown below. There is no need to contact Trust Association Services to confirm your Association Pay enrollment. No further action is needed on your part. Print this receipt, which includes a reference number, for your records.

Please direct questions relating to this authorization to Trust Association Services at 727-549-1202 or toll free at 888-722-6669 from 9 a.m. – 5 p.m. ET.

Reference Number:

Request submitted on: Payment Method: Association Pay

Month/Year of First Debit:

Association Name: Trans And Networks

Serial Account Number: Unit Number: Bill Pay Number:

Payment Type:

Debit Checking or Savings Acct No.:

Print
Close
Trust.com

Click [here](#) to return to the ACH Payment Information Page to enroll another obligation for this property.

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21	Click the Print button to print the Association Pay Authorization Receipt.
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Trust Bank, Member FDIC