

# 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](https://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.<sup>1</sup>

**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 Card<sup>2</sup>** – Go online at [Truist.com/payments](https://Truist.com/payments) to pay by Visa,<sup>®</sup> Mastercard,<sup>®</sup> American Express,<sup>®</sup> or Discover.<sup>®</sup> 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.



**eCheck<sup>2</sup>** – Visit [Truist.com/payments](https://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](https://Truist.com/AssociationServices)

<sup>1</sup> 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.

<sup>2</sup> 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.

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