

Association Guide To Accepting Payments Online



HOMEOWNERS ENJOY THE CONVENIENCE OF MAKING PAYMENTS ONLINE.

Your association can accept payments through our website, BBT.com.

Our optional Online Payment System offers homeowners' additional payment methods online:

Pay by Card Payment

Using Visa®, MasterCard®, American Express®, or Discover®.

Pay 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.

Enroll in Association Pay (ACH)

Enroll online in Association Pay (ACH), to authorize recurring electronic funds transfers by 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.

GETTING STARTED

■ How can I accept payments online for my association?

To accept payments online, you must enroll in BB&T Association Services, Online Payment System. Enrolling in the Online Payment System enables your homeowners to make payments online through BB&T's website, BBT.com or enroll in Association Pay online. Your association receives automatic credit directly in your depository account.

■ Are there any other services I must have to use the Online Payment System?

BB&T Association Services must be the association's lockbox payment processor in order to provide the services of the Online Payment System to homeowners.

■ Is there a fee to offer this service to my homeowners?

A convenience fee of \$9.95 is charged to the homeowner at the time of the transaction. Card Payments and eChecks are one-time payments, so each time the homeowner initiates a payment a convenience fee is charged.

■ Is there a maximum payment amount on the Online Payment System?

The maximum payment amount is \$3,000 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.

No fee is charged to homeowners to enroll in Association Pay (ACH) online.



Association Services

MAKING A PAYMENT

■ How does the homeowner make a payment online?

Go to BBT.com/payments and click the Pay Now link.

■ Which cards are accepted online?

Homeowners can make their payment online by card payment using Visa®, MasterCard®, American Express®, or Discover®.

■ How long does it take to receive funds after transactions are submitted?

Payments made by card payment

Payments made by card payment are processed the next business day. A "business day" is every day except Saturdays, Sundays and bank and/or federal holidays.

Payments made by eCheck

Payments made by eCheck, a one-time electronic funds transfer by ACH debit to a checking or savings account at a U.S. financial institution, are credited to the association's account within four business days.

Enroll in Association Pay (ACH)

Homeowners can enroll in Association Pay to authorize recurring electronic funds transfers by ACH debit from a checking or savings account at a U.S. financial institution. Payments are debited on the third of the month. If the third falls on a weekend or holiday, accounts are debited on the next business day. Please see a BB&T Association Services representative for full Association Pay Guidelines. Association Pay cancel and change forms are also available online for the homeowner to complete and mail or fax to the bank.

MANAGING PAYMENTS

■ How will online payments appear on my bank statement or online banking account?

Payments initiated online by card payment, Association Pay (ACH) or by eCheck will appear with the descriptor "ELEC DEPOSIT (Electronic)" on your bank statement and online banking account.

■ How do I identify an online payment transaction on my Payment Activity File and/or Report?

When check numbers are supplied in the daily Payment Activity File or Report, payments received will be identified by the following check numbers in the "Check No." field:

- Association Pay identified by a No. 1
- Card Payments identified by a No. 2
- eCheck identified by a No. 4

■ Can I view an image of payments made online?

Images for payments made through the Online Payment System are available through Web Vault. A receipt image showing the unit information and amount paid is detailed for each payment. Homeowner credit/debit card numbers are not stored by the bank or included in the image of the receipt.

For more information or to enroll, contact an Association Services representative today.

**BB&T Association Services
727-549-1202 or 888-722-6669**



Association Services