

## **Association Pay (ACH) Quick Guidelines**

### **Truist Association Services**

### **727-549-1202 or toll-free at 888-722-6669**

Association Pay (ACH), deduct payments automatically from a checking or savings account at a U.S. financial institution.

- Payments debited on the 3<sup>rd</sup> of the month. If the 3<sup>rd</sup> is on a weekend or holiday, accounts are debited the next business day
- Payments can be debited from a checking or savings account at any U.S. financial institution
- Payments cannot be deducted from a foreign bank, including a Canadian bank
- Available for special assessment payments of four payments or more

#### **Enroll in Association Pay**

Complete a separate authorization for each eligible payment obligation.

- ***Enroll Online (Association must be signed up for Truist Online Payment System)***
  - Enroll online through the 25<sup>th</sup> of the month to be effective for the next debit month
  - Homeowners can enroll online by going to [Truist.com/Payments](https://Truist.com/Payments) and clicking the **Pay Now** link
  - Enter the bill pay account number and unit or serial number from the coupon for the payment obligation
  - Select the Online Association Pay Enrollment link and complete the requested information

Homeowners who enroll online will receive a receipt immediately, which will indicate the date of the first Association Pay debit.

- ***Enroll by U.S. Mail***
  - New paper authorization forms must be received by the 20<sup>th</sup> of the month to be effective for the next debit month. If the 20<sup>th</sup> falls on a weekend or holiday, the deadline is the last business day prior to the 20<sup>th</sup>.
  - Complete the Association Pay Authorization form included in the coupon book or statement
  - All authorizations must be completed and signed by an authorized signer on the account to be debited
  - Mail the completed authorization form to: Truist Association Services, P.O. Box 2914, Largo, FL 33779-2914
  - A Welcome Letter with the automatic start date will be mailed to the homeowner

#### **How to Cancel Association Pay**

Cancel requests must be received by the 27<sup>th</sup> of the month to be effective the following debit month. If the 27<sup>th</sup> falls on a weekend or holiday, the deadline is the last business day of the month prior to the 27<sup>th</sup>. \* Association Pay debits will not cease until the Bank has received an ACH cancellation request in writing. Truist is not responsible for reimbursement of payments made when a homeowner has failed to cancel their Association Pay service. Special Assessment ACH payments will be cancelled on the stop date provided with the order.

- ***Cancellation by Homeowner***

Complete an Association Pay Cancel form located on [Truist.com/Payments](https://Truist.com/Payments) or Truist Online Payment System, or submit a letter requesting the cancellation of Association Pay and mail to: Truist Association Services, P.O. Box 2914, Largo, FL 33779-2914.
- ***Cancellation by Management Company***

Cancel online in Web Vault using the Unit Manager link.
- ***Cancellation by the Bank***
  - Truist will cancel a homeowner's Association Pay (ACH) if the homeowner has two ACH returns for Insufficient Funds (NSF) within a six month period. In this instance, or for any other reason the bank deems it necessary to cancel the ACH Authorization, Truist will send an Association Pay Return notice by U.S. mail to the management company or self-managed association. The notice includes an alert that the ACH Authorization has been cancelled, the amount of the ACH return, and any applicable fees charged. When the ACH Authorization is cancelled by the bank, payments will no longer be automatically debited, alternative payment arrangements should be made with the homeowner.
  - If coupons have not been printed for the current payment frequency the Bank may terminate payment-processing services. If payment processing services are terminated by the bank, you will be notified. Homeowners will not be

## **How to Change Association Pay**

Association Services must receive requests to change Association Pay by the 27<sup>th</sup> of the month to be effective the next debit month. If the 27<sup>th</sup> falls on a weekend or holiday, the deadline is the last business day of the month prior to the 27<sup>th</sup>. \* Association Pay Change Forms are available through the Truist Online Payment System or Truist.com/Payments for the homeowner and through the Web Vault Forms Menu for the Management Company or self-managed association.

- ***Debit Account Changes*** – The homeowner, management companies or self-managed associations can submit debit account changes on a change request signed by an authorized signer on the account that is debited.
- ***Unit Number Changes*** – Management companies or self-managed associations can submit unit number changes on a change request.
- ***Amount Changes*** – Only management companies or self-managed associations can submit a request to change the debit amount. These requests are not accepted from homeowners or authorized signers on the account that is debited. ACH NACHA Rules (National Automated Clearing House Association) that govern automatic debits require you to provide written notification to your homeowners ten (10) calendar days in advance of any changes in the amount being debited from their account.

Within your homeowner notice, it is recommended that you include the name of the association, the date the debit will occur, the amount of the debit and the reason for the change. When the bank is asked to process a change to the debit amount we may ask for a copy of the letter you are sending to homeowners.

## **Association Pay Adjustments**

- Adjustments to Association Pay can be processed if an error was made by Truist
- Adjustments cannot be made prior to the time the homeowner was set up on Association Pay
- Any other adjustments are at the sole discretion of Truist when the error was not made by us and may require an indemnification agreement

\*Some exceptions may apply. See an Association Pay Calendar for additional deadline information. Fees for management of units on Association Pay are included in the Per Unit Pricing for management companies and self-managed associations. Fees for Association Pay Return Items are included in the Addendum to the Truist Business Deposit Account Fee Schedule for Association Services.

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