

*Homeowner Notice*

## IMPORTANT PAYMENT CHANGES

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Dear Homeowner,

We request that you please review the following important changes being made to the way we accept your payments.

**Existing Online Payments Deactivated:** If you had previously submitted payments online through our old payment platform, your account and any scheduled payments set up through this platform **have been deactivated as of August 31, 2023**. You will need to re-enroll with **ClickPay** in order to continue making payments online.

## ONLINE PAYMENTS

We are excited to introduce a new and improved way for you to make your payments online through our new provider, **ClickPay**. Through our payment portal, you can conveniently make one-time or scheduled payments online by major credit and debit card or by e-check (ACH) from a bank account. Fees apply.

To get started, click the activation link emailed to you or visit **login.clickpay.com/amv** and click **Register**. Connect your unit using the requested information. Set scheduled payments or make one-time payments. For help with your account, visit **ClickPay's** support center at **www.ClickPay.com/Help** for access to FAQ's, step-by-step walkthroughs, email and phone support, and live chat.

## CHANGE TO MAILING ADDRESS FOR PAYMENTS

**The mailing address for accepting payments made by paper check, money order, and Online Bill Pay has changed.** If you pay by check or money order, please mail your payments to the address below moving forward. If you pay through your bank's Online Bill Pay feature, please log in to your online banking account and update the payee's address as listed below:

**P.O. Box 30401  
Tampa, FL 33630**

Checks should continue to be made payable to the Association name listed on your statement. Include the remittance slip with your payments and make sure to include the account number found on your statement in the notes section of your check or your Online Bill Pay settings.

## CHANGE TO OUR ACH PROGRAM

Please note that we have moved our ACH program over to **ClickPay**. If you are currently on ACH, there is no action required on your part and this change has not disrupted payments set up through the program. Your payments will continue to be withdrawn automatically and will show on your bank statement as your Association name.

If you wish to edit your existing set up, visit **login.clickpay.com/amv** and create your online profile with **ClickPay**. To gain access to your account, you will be required to verify the account number on your statement as well as your current ACH banking information.

ClickPay provides a convenient and secure way for you to manage and make your payments online. Get started by following the instructions listed below.

## Step 1

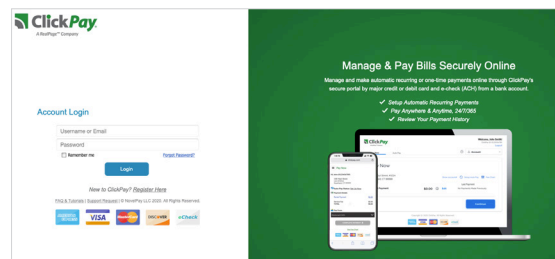
### Creating Your Profile

Visit

Click **Register**, and then create your online profile.

#### ? Account Already Exists?

If you receive a message stating that an account already exists, you have already been pre-registered. Click the link within the activation email sent to you or simply request a password reset link to gain you access to your existing profile.



## Step 2

### Connecting Your Property

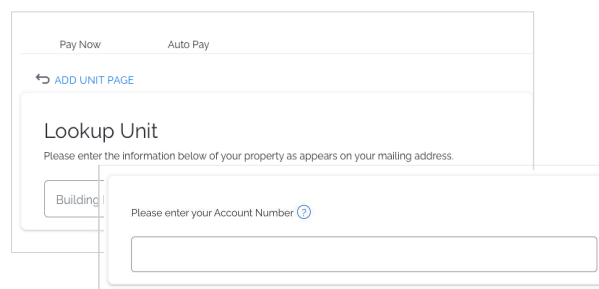
Add your unit(s) using the street address and zip code. You may be required to confirm the account number on your bill and the last name on the property agreement for verification.

#### ? Last Name Entered Not Working?

Try the co-resident last name or if a business, the full name of the business associated with your unit.

#### ! Direct-Debit Users

If you're looking to gain access to your existing ACH Direct-Debit profile transitioned to ClickPay, you will be required to verify your banking details associated with this schedule.



## Step 3

### Make a One-Time Payment

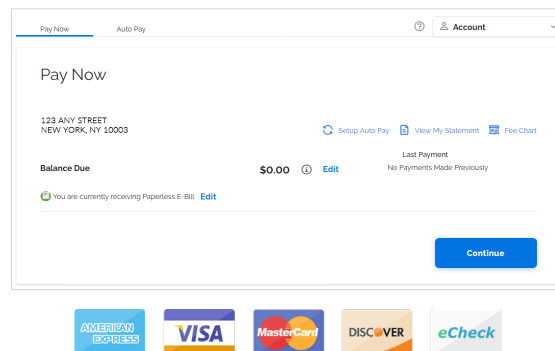
From the Pay Now screen, confirm your payment amount and then click **Continue**.

#### ? No or Incorrect Balance Showing?

Click the 'Edit' link next to your balance and input the amount you would like to pay.

#### ! Adding a Payment Option

When setting up one-time or automatic payments, you will be required to select a new or existing payment option. Payment options and applicable service fees vary by managing agent.



## Step 4

### Set Up Automatic Payments

From the home screen, click **Auto Pay** and then select your payment option, payment frequency and amount.

#### ? Fixed Amount

Select this option if you want to pay a **FIXED** amount of the total due. Any amount due above the fixed amount will not be paid automatically and you will need to submit a separate, one-time payment for any overage.

#### ? Full Amount

If available, select this option if you want to pay the **FULL** amount due on your account. This may also include any open, one-time fees.

- **Maximum Amount** - Some automatic payment configurations allow you to set a maximum. By selecting this option, your automatic payment will not withdraw above the limit set, no matter what is owed on your account.

### HOW DO I REGISTER?

To register for online payments, please visit [www.clickpay.com/register](#) and click “Register”. If you received an email from ClickPay or your managing agent regarding this payment option, your account already exists and can be accessed by clicking the link emailed to you or by requesting a password reset email from the log in page.

### HOW DO I ADD MY UNIT(S)?

After you create your profile, you will be required to link your unit(s) to your account using your street number and zip code. Your managing agent may also require you to enter the unique account number found on your billing statement or last name on the lease or property agreement. If you haven't received your statement yet or do not know your account number, you can contact ClickPay or your property manager for assistance.

### WHAT ARE MY PAYMENT OPTIONS?

Payments can be made online through ClickPay by e-check (ACH) from your checking or savings account, by credit card (Visa, MasterCard, Discover, and American Express) or by debit card (Visa Debit, Mastercard Debit, Discover Debit, and American Express Prepaid).

Payment options and applicable service fees vary by managing agent. To view the payment options and service fees applicable to you, visit the Fee Chart on your Pay Now page.

### HOW DO I SET UP AUTOMATIC PAYMENTS?

If you'd like to have your payments withdrawn automatically, simply visit the Auto Pay tab in your account to get started. Select your payment method, the month you would like your payments to start, and the day/frequency for your payments. You can set up payments to run until canceled or have them run for any period of time.

Recurring payments can typically be set up as a **Fixed Payment** or for the **Full Amount** due.

### HOW LONG WILL IT TAKE MY PAYMENTS TO SETTLE/DEBIT?

Payments made by e-check (ACH) before 9:00PM EST on any given business day will typically debit from your bank account and settle the following business day.

Payments made by debit or credit card can take 3-4 business days to settle depending on the date/time of the payment and the type of card.

### WHAT IF I HAVE A QUESTION OR AN ISSUE?

For help with your account or setting up payments online, please contact us through our help center at [www.ClickPay.com/Help](http://www.ClickPay.com/Help), by email at [support@clickpay.com](mailto:support@clickpay.com) or by phone at 1.800.533.7901 (option 1).