Making One-Time E-Check and Card Payments¹,²
Quick Reference Guide

This guide walks you through making quick one-time payments using an e-check or credit/debit card without registering for an account.

Association Name/Homeowner ID
- First, prepare to make your payment by locating the correct association information. There may be many similarly named associations across the country, so please find the exact association name and its city/state as well as your management company’s name on your coupon or statement.
- Your Homeowner ID may also be referred to as an account or unit number. This is assigned by your management company to identify the property.
- You may find that the system cannot locate the association name and homeowner ID entered. Please verify if the correct information was entered. If it appears you entered it correctly based on your coupon or statement or you can’t locate a coupon or statement, contact your management company for further assistance.

E-Check Payment
- When you enter your routing number, reference a check, not a deposit slip. The deposit slip routing number is an internal bank routing number and if it is entered, the payment will be rejected.
- If your financial institution’s savings and checking routing and account numbers are the same, the payment will default to the checking account.
- If you are paying from a credit union, money market, or business account, check with your financial institution to verify the correct numbers to use.

Card Payment
- You will be asked to enter your full credit/debit card number, expiration date, and Card Verification Value (CVV) code. The CVV code is located either on the back or front of your card:
  - **MasterCard®, Visa®, and Discover®**: three-digit code on the back of the card to the right of the signature line
  - **American Express®**: four-digit code on the front of the card above the last digits of the card number
- Please note:
  - There is a $14.95 technology fee that will be added to each card transaction.
  - The maximum amount that can be paid using a card is $5,000.
  - Additional fees may be applied by your credit/debit card issuer.
  - Card payments are processed by a third-party vendor.
Go to HOABankservices.com

Under the Online Payments for Homeowners section on the left-hand navigation bar, click Make Payment

Click Make a One Time Payment

Make a One-Time Payment as a Guest

Make a quick one-time e-Check or Credit Card payment without registering for an account.
Enter at least 5 digits of the Homeowner Association Name.

Click Find

A potential list of matching associations will be loaded (as you enter more information, your options will be narrowed)

Select your association from the dropdown

Please select your association

- ABC Test Association (City, State)
- ABC Test Association 1 (City, State)
- ABC Test Association 2 (City, State)
Enter your **Homeowners ID**

Click **Continue**

Determine if the correct property information is reflected

**Make a One-Time Payment**

If it is correct, click **on Yes**, **Continue to Make a Payment**

If it IS NOT correct, click **Search Again** to be brought back to the “Find Your Property” page or **Cancel** if you need to exit back to the “Make a Payment” page.
NOTE: If you are presented with this page notifying you that the property can't be located, you may have entered information that does not match the information provided by your management company.

Check your coupon or statement to determine if you entered incorrectly.

Click on Try Again and re-enter.

Verify the property information

Click Change Property if necessary.
Enter the Payment Amount

Click **CREDIT CARD** or **E-CHECK**, then scroll down to complete the required information.

**E-Check**

Complete all Billing Information fields.
Click the **Checking Account** or **Savings Account** radio button to select the account type.

Enter and re-enter your **Routing Number**

Enter and re-enter your **Account Number**

Click **Submit Payment**

NOTE: If you are not brought to the Authorization page, look for any fields outlined in red or scroll to the top of the page to determine the details of the error, such as entering the contact number incorrectly.

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**Make a One-Time Payment**

**List Of Errors:**
- Zip Code is required
- Contact No. is incorrect format

**Property**

**Payment**

**Authorize**

**Confirm**

- **City**: 
  - **State**: Florida
  - **Zip**: 11111

- **Contact Number** (Do not enter hyphens or spaces): 1112233333

- **Email**: email@email.com
Authorize Your Payment

Enter your first and last name in the **Type Your Name Here:** field

Read the **E-Sign Agreement** and **Authorization Agreement** and click the checkmark box acknowledging that you have read it

Click **Authorize Payment**

**Make a One-Time Payment**

* Indicates required fields.

By Typing in the box below, I First Last hereby authorize Union Bank Homeowners Association Services eCheck to process the electronic ACH transactions to debit my Checking, account number x6987 with your Financial Institution, routing number xxxxx123 payable to Association in the amount of $120.00

Authorization:

Type Your Name Here: First Last

I have read and understand all of the **E-Sign Agreement** and **Authorization Agreement**

**Privacy Policy**

[Authorize Payment]
A confirmation message will appear letting you know that the e-check payment was successful.

Keep the Confirmation # for future research, if necessary.

A confirmation email will be sent to the email address provided.

Save the email confirmation for future research, if necessary.
**Credit card**

**Complete all Billing Information fields**

**Review that the HOA Payment amount is correct**

*All credit/debit card payments:*
- Will be processed by a third party processor.
- Are assessed a $14.95 fee for each payment.
- Have a $5000 maximum payment amount for each transaction.

**Homeowner Association Services Credit Card Payment**

<table>
<thead>
<tr>
<th>Billing Information</th>
<th>Payment Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name &quot;</td>
<td>Description</td>
</tr>
<tr>
<td>Last Name &quot;</td>
<td>Amount</td>
</tr>
<tr>
<td></td>
<td>HOA Payment</td>
</tr>
<tr>
<td></td>
<td>$125.00</td>
</tr>
<tr>
<td></td>
<td>Technology Fee</td>
</tr>
<tr>
<td></td>
<td>$14.95</td>
</tr>
<tr>
<td></td>
<td><strong>Payment Total</strong></td>
</tr>
<tr>
<td></td>
<td>$139.95</td>
</tr>
</tbody>
</table>

**NOTE:** The Payment Total reflects the amount you entered + the $14.95 Technology Fee

Click **Continue**

*I have read and understand all of the [Sign Agreement](#) and [Authorization Agreement](#)*

[Privacy Policy](#)
NOTE: If you are not brought to the Authorization page, look for any fields outlined in red or scroll to the top of the page to determine the details of the error, such as entering the phone number incorrectly.

Make a One-Time Payment

List Of Errors:
- Zip Code is required
- Contact No. is incorrect format

Enter the Card Number

Use the dropdowns to choose the month / year of the Expiration date

Enter the CVV (based on card type: see page 1 of this guide for more information)

Click Process Credit Card to complete the payment
A confirmation message appears letting you know that the credit card payment was successful.

Keep the Confirmation # for records for future research, if necessary.

A confirmation email will be sent to the email address provided.

Save the email confirmation for future research, if necessary.

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1Payments made Monday through Friday (excluding federal holidays) after 8 p.m. ET / 5 p.m. PT and between Friday 8 p.m. ET/5 p.m. PT and Monday 8 a.m. ET/5 a.m. PT will be processed the next business day. Recurring card payments are not available.

2A $14.95 fee will be assessed for each card payment. The maximum payment amount for each card transaction is $5,000. Additional fees may be applied by the cardholder's credit/debit card issuer. Payments made Monday through Friday (excluding federal holidays) after 8 p.m. ET/5 p.m. PT and between Friday 8 p.m. ET/5 p.m. PT and Monday 8 a.m. ET/5 a.m. PT will be processed the next business day. Recurring card payments are not available.