

**ASSOCIATION PAY GUIDELINES**  
**COLONIAL BANK ASSOCIATION SERVICES**  
**PHONE: (727) 549-1202 OR TOLL FREE: (888)722-6669**

Association Pay, a convenient way for homeowners to make automatic payments from their checking or savings account at any bank in the United States.

### **New Requests**

- Colonial Bank Association Services must receive all new Association Pay requests by the 20<sup>th</sup> of the month to be set up 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 the 20<sup>th</sup>.
- Association Pay is available for special assessment payments of four payments or more.
- An Association Pay authorization form must be completed for each payment obligation.
- Homeowners may enroll by completing the authorization form included with their coupon booklet, statement, or by requesting an enrollment form from Colonial Bank Association Services and submitting it with a voided check. Homeowners can also obtain an enrollment form from Colonial Bank's Web site [www.colonialbank.com/business/services/association\\_services/homeowners](http://www.colonialbank.com/business/services/association_services/homeowners). Management companies and self-managed associations can obtain an enrollment form online from Web Vault.
- All authorizations must be complete and signed by an authorized signer on the account to be debited.
- Incomplete or unsigned authorizations will be returned to the homeowner to complete and resubmit.
- Payments can be debited from a checking or savings account at any U.S. bank.
- Payments cannot be deducted from a Canadian bank.
- Colonial Bank Association Services must receive the original Association Pay authorization form. Authorization forms may be faxed to Association Services if the deadline is close, and the original must be sent to the bank.
- Payments are debited on the 3<sup>rd</sup> of the month. If the 3<sup>rd</sup> falls on a weekend or holiday, accounts are debited on the next business day.

### **Cancel Requests**

- Colonial Bank Association Services must receive requests to cancel Association Pay 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>.
- Management companies or self-managed associations may complete a cancel request for homeowners who have sold their unit. A reason for cancellation is required.
- Homeowners may complete a cancel request or submit a letter requesting the cancellation of Association Pay.

### **Changes**

- Colonial Bank 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>.
- **Debit Account Changes** – The homeowner, management companies or self-managed associations can submit debit account information changes on a change request or in writing and signed by an authorized signer on the account that is debited.
- **Unit Number Changes** – The homeowner, management companies or self-managed associations can submit unit number changes on a Change Request or in writing signed by an authorized signer on the account that is debited. If a homeowner submits a unit number change request, the management company or self-managed association may be contacted to verify the unit serial number.
- **Amount Changes** – Only management companies or self-managed associations can complete a Change Request form for amount changes. Amount Change Requests are not accepted from homeowners or authorized signers on the account that is debited.

### **Adjustments**

- Adjustments to Association Pay can be processed if an error was made by Colonial Bank.
- Adjustments cannot be made prior to the time the homeowner was set up on Association Pay.
- Colonial Bank cannot refund payments that should not have been debited. Management companies and self-managed associations must issue a check to the homeowner.