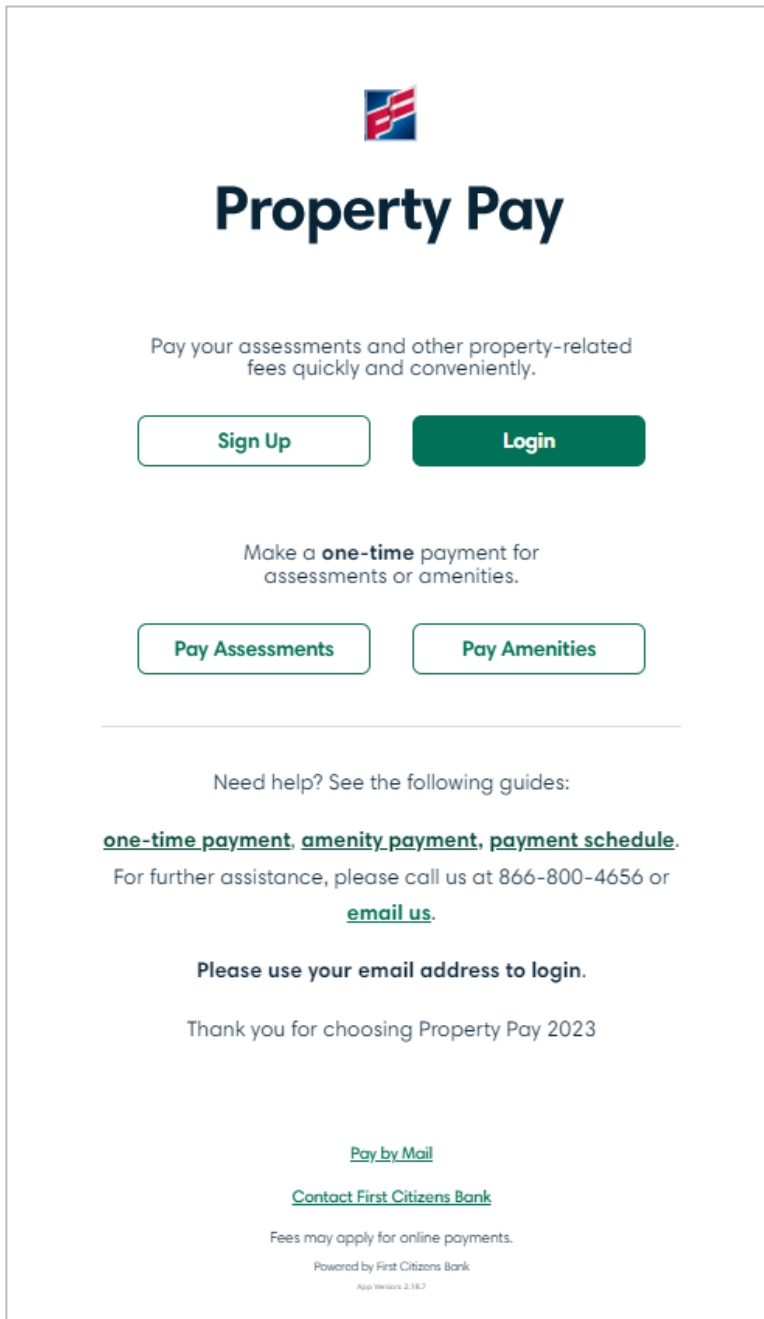


Sign Up & Login


To access Property Pay, go to:

- PropertyPay.firstcitizens.com
OR
- FirstCitizens.com. Select Treasury Management Services and then Community Association Banking. Click on Pay HOA Fees to access the Property Pay home page.

1. Click on **Sign Up** to register as a new user and create an account.



The screenshot shows the Property Pay web interface. At the top is the First Citizens Bank logo. Below it is the title "Property Pay" in a large, bold font. Underneath the title is a sub-header: "Pay your assessments and other property-related fees quickly and conveniently." There are two buttons: a white "Sign Up" button and a green "Login" button. Below these buttons is another sub-header: "Make a **one-time** payment for assessments or amenities." There are two more buttons: a white "Pay Assessments" button and a white "Pay Amenities" button. A horizontal line separates this section from the next. Below the line is the text "Need help? See the following guides:" followed by three links: "[one-time payment](#)", "[amenity payment](#)", and "[payment schedule](#)". Below these links is the text "For further assistance, please call us at 866-800-4656 or [email us](#)." Below this is the text "Please use your email address to login." followed by "Thank you for choosing Property Pay 2023". At the bottom, there are two links: "[Pay by Mail](#)" and "[Contact First Citizens Bank](#)". Below these links is the text "Fees may apply for online payments." and "Powered by First Citizens Bank" with a small version number "App Version 2.18.7" below it.



Property Pay

Pay your assessments and other property-related fees quickly and conveniently.

[Sign Up](#) [Login](#)

Make a **one-time** payment for assessments or amenities.

[Pay Assessments](#) [Pay Amenities](#)

Need help? See the following guides:

[one-time payment](#), [amenity payment](#), [payment schedule](#).

For further assistance, please call us at 866-800-4656 or [email us](#).

Please use your email address to login.

Thank you for choosing Property Pay 2023

[Pay by Mail](#)

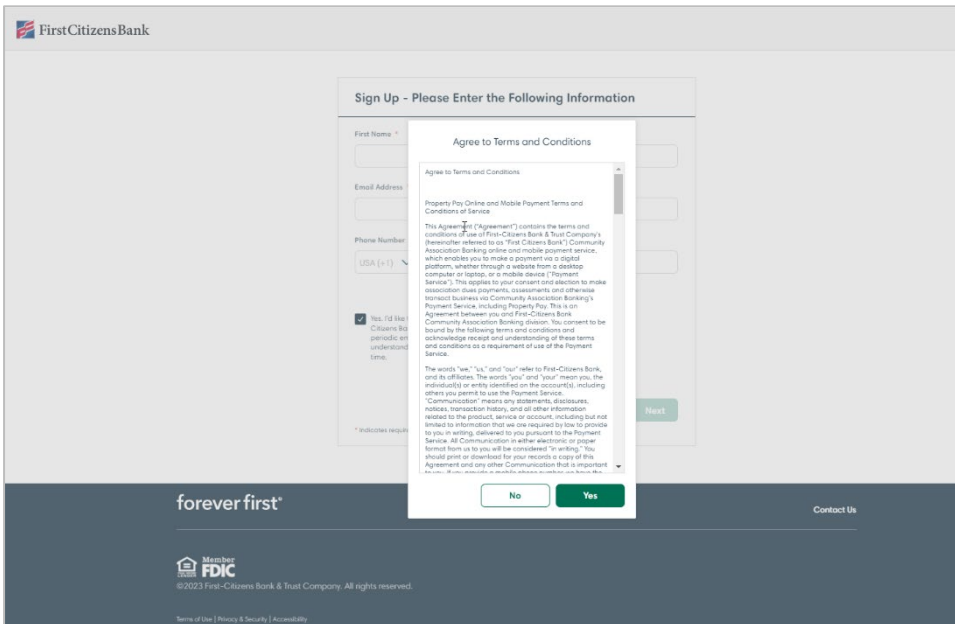
[Contact First Citizens Bank](#)

Fees may apply for online payments.

Powered by First Citizens Bank

App Version 2.18.7

2. A new window provides the Terms & Conditions; once reviewed, click **Yes** to continue.



Sign Up - Please Enter the Following Information

First Name *

Last Name *

Email Address *

Phone Number *

USA (+1) ▼

☒ Yes, I'd like to stay in touch with First Citizens Bank and agree to receive periodic email updates and offers. I understand I can unsubscribe at any time.

* Indicates required field

Agree to Terms and Conditions

Agree to Terms and Conditions

Property Pay Online and Mobile Payment Terms and Conditions of Service

This Agreement ("Agreement") contains the terms and conditions of use of First Citizens Bank & Trust Company's (hereinafter referred to as "First Citizens Bank") Community Association Banking online and mobile payment service, which enables you to make a payment via a digital platform, whether through a website from a desktop computer or laptop, or a mobile device ("Payment Service"). This applies to your consent and election to make association dues payments, assessments and otherwise support business via Community Association Banking's Payment Service including Property Pay. This is an Agreement between you and First Citizens Bank Community Association Banking division. You consent to be bound by the following terms and conditions and acknowledge receipt and understanding of these terms and conditions as a requirement of use of the Payment Service.

The words "we," "us," and "our" refer to First Citizens Bank, and its affiliates. The words "you" and "your" mean you, the individual(s) or entity identified on the account(s), including others you permit to use the Payment Service. "Communication" means any statements, disclosures, notices, transaction history, and all other information related to the product, service or account, including but not limited to information that we are required by law to provide to you in writing, delivered to you pursuant to the Payment Service. All Communication is either electronic or paper format from us to you will be considered "in writing." You should print or download for your records a copy of this Agreement and any other Communication that is important to you. All communications are in English unless otherwise stated.

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Member FDIC

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Terms of Use | Privacy & Security | Accessibility

Contact Us

No Yes

3. Enter user information (first & last name, email address, phone number). Click **Next**.

Sign Up - Please Enter the Following Information

First Name * Last Name *

Sample Homeowner

Email Address *

Sample@gmail.com

Phone Number *

USA (+1) ▼ (602) 123-4567

☒ Yes, I'd like to stay in touch with First Citizens Bank and agree to receive periodic email updates and offers. I understand I can unsubscribe at any time.

* Indicates required field


[Cancel](#) **Next**

4. Complete the property registration using either the Property Address or Property IDs provided on a coupon or statement.
5. Click on **Find My Property** to continue.

6. Review the property information and click **Register Property** to continue. A successful message will display.

Note: The property address may be manually entered if not found.

Sign Up - Register your property



Enter Property IDs

Management ID * ?

146

ABC Management Demo Account

Association ID * ?

456

Sandy Beach HOA

Property / Account Number * ?

4330

Address Line 1 *

1012 15th St

Address Line 2

(optional)

Unit #

(optional)

City *

Phoenix

State *

AZ ▼

Zip Code *

85001

Property Nickname *

1012 15th St.


* Indicates required field

[Cancel](#)

Register Property

Property Confirmation Successful

Select continue to complete your registration.




Continue

7. Create a Password and click on **Create Account**. A Registration Complete message will display and the user is routed to the Property Pay home page to log in.

Note: Properties will automatically display when logged in.

Sign Up - Create My Account



First Name *

Sample

Last Name *

Homeowner

Email Address *

Sample@gmail.com

Confirm Email Address *

Sample@gmail.com

Password *

.....

Confirm Password *

.....

Password Requirements

✓ Must be at least 13 characters

✓ Does not contain your first name

✓ Does not contain your last name

✓ Does not contain part of your email

✓ A lowercase letter

✓ An uppercase letter

✓ A number

✓ A listed special character: ! @ # \$ % ^ & * _ - + = , . /

☐ Show Password

Confirm Password Requirements

✓ Passwords must match

Registration Complete

Thank you for registering with Property Pay.

For your security, please log in to make a payment.

Continue

Cancel


Create Account

Login to Property Pay

To access Property Pay, go to:

- PropertyPay.firstcitizens.com
- OR
- FirstCitizens.com. Select Treasury Management Services and then Community Association Banking. Select Pay HOA Fees.

Enter your email address and password.



Property Pay

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Make a **one-time** payment for assessments or amenities.

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Please use your email address to login.

Thank you for choosing Property Pay 2023

[Pay by Mail](#)

[Contact First Citizens Bank](#)

Fees may apply for online payments.
Powered by First Citizens Bank
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Secure Sign In

USERNAME
Verify autopopulated username is for the application you are attempting to access.

PASSWORD

☐ Remember Username

[Sign In](#)

[Forgot password?](#)

[Unlock account?](#)

[Contact Us](#)

Log Out

To Log out, click on the More menu, and select Logout.

