

Paying your HOA and Condo Assessment

Your HOA or Condo fees can be paid in a variety of ways (there are no phone payments).

By mail with a coupon.

Coupon books are sent at the end of the last month of the fiscal year ---mid December for the coming

January for most the Associations. You can call the Customer Service Department at (703) 631-7200 if you do not receive a coupon book or need a replacement. There is no charge for the coupon book. All payment coupons are mailed to CMC P.O. Box 61148, Phoenix, AZ 85082. The payments can also be mailed to the Chantilly PO Box or this office address as follows – CMC, PO Box 10821, Chantilly VA, 20153 or CMC, 4840 Westfields Blvd Suite 300, Chantilly VA, 20151

Set up an Online Bill Payment through your bank.

You can set up a bill pay through your bank account. You will need to go your bank's online banking

services. Information that you will need includes payee, account numbers, address and phone.

The payee is the name of your association. Your account number must be entered. This must be done for each of your accounts. You can pre-set your payment date or choose to do send a payment manually each month. Please allow enough time to have your request processed – please note that while some banks process payments electronically, some banks still write a paper check and mail to the bank. The address is CMC, PO Box 61148, Phoenix, AZ 85082-1148; phone (703) 631-7200. Major banks generally do not charge for setting up bill payments.

CMC's bank address in AZ is located in the coupon booklets.

Set up a direct debit.

A Direct Debit form must be completed for each account. A voided check needs to be attached to the

form. The form and check can emailed/mailed or faxed: CMC, PO Box 10821, Chantilly, VA 20153; fax to (703) 631-9786; email to askus@cmc-management.com. Forms can be obtained from Customer Service at 703-631-7200 or ASKUS@cmc-management.com. There is no charge for starting Direct Debit or making a change to an existing Direct Debit account. The Direct Debit has to be received by the 10th of the month prior to the Direct Debit being started or changed. For example, the May Direct Debit would need to be received on or before 10 April to be put into effect. All customers must notify CMC to stop or change the Direct Debit; you

cannot just tell your bank. Written notice must be sent to make any changes. The amount withdrawn will automatically adjusted if the assessments increase or decrease.

SELLING? Please send written notice prior to settlement to discontinue the direct debit. It can take 2-4

weeks to process the closing of an account and payments will continue to be deducted. ALSO direct debit is the only payment method where the monetary amount is automatically adjusted if the monetary amount changes for the new fiscal year.

Pay in Person.

Customers can come into the CMC Corporate Office during regular business hours: Monday-Thursday from 9-5 and Friday from 9-2 to make payment. Office is located at 4840 Westfields Blvd., Suite 300, Chantilly, VA 20151. Payments can be made by personal check, money order or certified bank check ---NO CASH OR CREDIT CARD PAYMENTS/E-CHECK PAYMENTS. No payments are accepted at the onsite community office.

Pay online at www.cmc-management.com.

On the CMC website and on to Town Square, you must register your account number and zip code to make payments. The CMC website will take you to a new platform – Town Square – where you would register with your account number and zip code. Once you register it takes you to our third-party vendor for payments, ATG. On the ATG page, choose either an e-check payment or credit card payment. The fee for e-check is \$2.95. Credit card payments are \$2.95 + 3.5% of the amount of the payment. Accepted credit cards include: VISA, MasterCard, American Express, and Discover. The fee is applied each time a payment is remitted and you are charged for each payment. Forgot your password? Technical problems? Call Associa IT at (866) 295-0402 (this number also takes you to Town Square and ATG). To reiterate there is now a new platform to go to ATG and that is Town Square. The customer must still go to the CMC website – www.cmc-management.com -- and then click on account log in (blue box) which will take them to Town Square where they must register.

4840 Westfields Blvd., Suite 300, Chantilly, VA 20151 / P.O. Box 10821 Chantilly, Virginia 20153-0821 Telephone 703.631.7200 Fax 703.631.9786

8920 Stephens Road, Suite 101 Laurel, MD 20723 Telephone 301.692.1700 Fax 240.221.0443

Email askus@cmc-management.com Web www.cmc-management.com

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