

J & L PROPERTY MANAGEMENT INC.

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TO: ALL OWNERS

RE: CHANGE OF BANKS – MAINTENANCE PAYMENT INSTRUCTIONS

Dear Homeowner,

As you may be aware, effective September 1st, the new bank institution for your Association will be Bank United. This means you can no longer make your maintenance payment through Truist. Please read this letter thoroughly as it provides important information regarding this change.

This positive change incorporates a ClickPay portal that will allow you to view your account balance, make payments online directly through the portal, and enroll for ACH. If you are enrolled to receive emails from management, you've already received information regarding this change and should have already received an email from support@clickpay.com to activate your account. If you did NOT receive your ClickPay invitation you may visit login.clickpay.com/jl and click **Register**. Connect your unit using the requested information. If you received your invite but have questions on registering your account, enrolling for ACH, confirming account balance, making a one-time payment, etc., you may contact ClickPay directly (see below). They have a support team to assist with any questions you may have pertaining to the portal and your account information.

IMPORTANT: Registering for ClickPay does not mean you must use ClickPay to make your maintenance payments. It is not mandatory that you use ClickPay as there are other options available (*turn page over for more information*). However, we are requesting that you take the time to create your ClickPay account and register your unit, so you may view your account balance and ledger. You will also receive emails from ClickPay with friendly reminders of upcoming assessments, NSF payments, late payments, etc. Be sure to add Support@clickpay.com as a safe sender in your email.

ClickPay Support Contact Information:

Phone #: 800-533-7901
Email: Support@clickpay.com
Website: www.clickpay.com/help

OWNERS ENROLLED FOR ACH THROUGH TRUIST: Owners enrolled for ACH through Truist were instructed to cancel the ACH by completing the Truist Association Pay – Authorization to Cancel form. **ACCOUNTS ENROLLED FOR ACH THROUGH TRUIST WILL BE FORCEFULLY CANCELED BY AUGUST 25, 2023.** You are responsible to re-enroll for ACH through ClickPay for your next payment to avoid any late fees. It is **IMPORTANT** that you take the time to enroll if you haven't done so already. Follow the steps provided above and if you have any questions, contact ClickPay support.



WAYS TO MAKE YOUR MAINTENANCE PAYMENT:

- **ACH** – Register for ClickPay and enroll for ACH directly from your profile by selecting “Payment Option” and “Add New Bank Account”. Contact ClickPay support for any questions or concerns. Payment should not be scheduled on or before the date it’s considered late by your Association, or it will not have enough time to process, and you may receive a late fee. No service fee for this payment option.
- **Bill Pay** – This means you are enrolling through your personal bank institution and authorizing them to send the money to Bank United. If you are currently enrolled through Bill Pay, you will need to update the mailing address to the new P.O Box address (see below). Your payment must be made payable to your Association’s name. You do not need a Bill Pay number anymore and your account number remains the same. Payment should not be scheduled on or before the date it’s considered late by your Association, or it will not have enough time to process, and you may receive a late fee. No service fee for this payment option. If you are choosing this option, we still ask that you register your account on ClickPay, so you may review your account balance, but you do not need to use it to make your payment.
 - New P.O. Box Mailing address: Association Name
P.O. Box 30402
Tampa, FL 33630 - 3402
- **Coupon** – Mail your new coupon with your payment (check or money order payable to the Association) to the new Tampa P.O. Box address. The coupon will have the necessary information needed from the bank to post the payment on your account. You CANNOT walk into a Bank United bank with your coupon and payment, they will not accept it. Please be sure to mail it with enough time to avoid a late fee. No service fee for this payment option. If you are choosing this option, we still ask that you register your account on ClickPay, so you may review your account balance, but you do not need to use it to make your payment.
- **Cash Payment** – When you register for ClickPay, you will notice a tab that says “Cash Payments”. If you have multiple units, select the unit you would like to pay for and follow the instructions given on the page. You will be able to see the address of the closest MoneyGram locations where you can make your payment. You will need the Cash Account #, Receive Code and Company Name, which will all be included on that page for you. A service fee may be applied for this payment option.
- **Credit Card or Debit Card** - Register for ClickPay and enroll for ACH directly from your profile by selecting “Payment Option” and “Add Credit/Debit Card”. Contact ClickPay support for any questions or concerns. Payment should not be scheduled on or before the date it’s considered late by your Association, or it will not have enough time to process, and you may receive a late fee. A service fee will be applied for this payment option.