

BB&T ASSOCIATION SERVICES
ASSOCIATION PAY GUIDELINES
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

- Association Services must receive all new Association Pay requests by the 20th of the month to be set up for the next debit month. If the 20th falls on a weekend or holiday, the deadline is the last business day prior the 20th.
- 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 Association Services and submitting it with a voided check.
- 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 Foreign Bank including a Canadian 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 3rd of the month. If the 3rd falls on a weekend or holiday, accounts are debited on the next business day.

Cancel Requests

- Association Services must receive requests to cancel Association Pay by the 27th of the month to be effective the following debit month. If the 27th falls on a weekend or holiday, the deadline is the last business day of the month prior to the 27th.
- 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

- Association Services must receive requests to change Association Pay by the 27th of the month to be effective the next debit month. If the 27th falls on a weekend or holiday, the deadline is the last business day of the month prior to the 27th.
- **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 BB&T.
- Adjustments cannot be made prior to the time the homeowner was set up on Association Pay.
- Association Services cannot refund payments that should not have been debited. Management companies and self-managed associations must issue a check to the homeowner.



BB&T Association Services Association Pay (ACH) Authorization



THE AUTOMATIC WAY TO MAKE YOUR ASSOCIATION PAYMENT

NO MORE COUPONS! NO MORE CHECKS TO WRITE! NO POSTAGE COSTS! NO WORRIES! NO HASSLE!

- As you may know, Branch Banking and Trust Company (BB&T) acquired the deposit accounts of Colonial Bank in August 2009.
- When your payment is due, your account is debited automatically on the 3rd of the month.
- If the 3rd is on a weekend or holiday, your account is debited the next business day.
- Complete authorization and attach a **voided check and the last coupon from your coupon book to the form.**
- Mail form to **P.O. Box 2914 Largo, FL 33779-2914.**
- **Continue to make your payments until you are notified by the bank when your automatic payment will start.**
- If you have more than one payment obligation, you must complete a separate authorization form for each one.
- **Debits can be made directly from any U.S. Financial Institution.**
- If this is a special assessment to the association that is not currently debited, complete this form and return with the special assessment coupon.
- For additional information or any changes of banks or account numbers or sale of unit, please contact BB&T Association Services 1-888-722-6669.

ASSOCIATION PAY AUTHORIZATION

ASSOCIATION NAME _____ UNIT NO. _____

Is this account that is being debited for your homeowner payment funded electronically by a Financial Agency outside of U.S. territorial jurisdiction? Yes No

NAME _____ PHONE _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

FINANCIAL INSTITUTION _____ PHONE _____

BANK ROUTING NO. _____ CHECKING SAVINGS ACCOUNT NO. _____

I hereby authorize the above named association to debit my checking or savings account to collect my association payments. BB&T will initiate debit entries to the above named financial institution for the purpose of making those payments. I also authorize the financial institution to withdraw these payments from my account. The transfer of funds from my account will not cease until BB&T receives written notification within 15 days before the next transaction effective date. BB&T is authorized to accept, from the association or its management company, changes in amounts, account information or cancellation of this authorization. BB&T. Member FDIC

DATE _____

OWNER'S COPY

Keep top section for your records

MAIL THIS FORM TO BB&T ASSOCIATION SERVICES • P.O. BOX 2914 • LARGO, FL 33779-2914

Revised 9/21/2009

Attach voided check and last coupon **ASSOCIATION PAY AUTHORIZATION** Return bottom section

ASSOCIATION NAME _____ UNIT NO. _____

Is this account that is being debited for your homeowner payment funded electronically by a Financial Agency outside of U.S. territorial jurisdiction? Yes No

NAME _____ PHONE _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

FINANCIAL INSTITUTION _____ PHONE _____

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I hereby authorize the above named association to debit my checking or savings account to collect my association payments. BB&T will initiate debit entries to the above named financial institution for the purpose of making those payments. I also authorize the financial institution to withdraw these payments from my account. The transfer of funds from my account will not cease until BB&T receives written notification within 15 days before the next transaction effective date. BB&T is authorized to accept, from the association or its management company, changes in amounts, account information or cancellation of this authorization. BB&T. Member FDIC

DATE _____ SIGNED _____ SIGNED _____ **BANK'S FILE COPY**

Bank Use Only: Encoded Serial No.	Assoc #	Mgmt Co #	Date Received
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