



Homeowner Notice

## IMPORTANT PAYMENT CHANGES

Dear Homeowner,

We request that you please review the following important changes being made to the way we accept your payments.

### A NEW WAY TO MAKE ONLINE PAYMENTS!

We are excited to introduce a new and improved way for you to make your payments online through our new provider, **ClickPay**. Through our payment portal, you can conveniently make one-time or scheduled payments online by major credit and debit card for a fee or by e-check (ACH) from a bank account for free.

To get started, click the activation link emailed to you or visit [login.clickpay.com/jl](http://login.clickpay.com/jl) and click **Register**. Connect your unit using the requested information. Set scheduled payments or make one-time payments. For help with your account, visit **ClickPay's** support center at [www.ClickPay.com/Help](http://www.ClickPay.com/Help) for access to FAQ's, step-by-step walkthroughs, email and phone support, and live chat.



### CHANGE TO MAILING ADDRESS FOR PAYMENTS

The mailing address for accepting payments made by paper check, money order, and Online Bill Pay has changed. If you pay by check or money order, please mail your payments to the address below moving forward. If you pay through your bank's Online Bill Pay feature, please log in to your online banking account and update the payee's address as listed below:

**P.O. Box 30402  
Tampa FL, 33630**

Checks should continue to be made payable to the property name listed on your statement. Include the remittance slip with your payments and make sure to include the account number found on your statement in the notes section of your check or your Online Bill Pay settings.

Thank you for your attention to this matter,  
J&L Property Management

# J & L PROPERTY MANAGEMENT INC.

10191 West Sample Road, Suite 203

Coral Springs, FL 33065

Phone: (954) 753-7966 Fax: (954) 753-1210

[www.jlpropertymgmt.com](http://www.jlpropertymgmt.com)

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**TO: ALL OWNERS**

**RE: CHANGE OF BANKS – MAINTENANCE PAYMENT INSTRUCTIONS**

Dear Homeowner,

As you may be aware, effective September 1<sup>st</sup>, 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](mailto:support@clickpay.com) to activate your account. If you did NOT receive your ClickPay invitation you may visit [login.clickpay.com/jl](http://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](mailto:Support@clickpay.com) as a safe sender in your email.

**ClickPay Support Contact Information:**

Phone #: 800-533-7901

Email: [Support@clickpay.com](mailto:Support@clickpay.com)

Website: [www.clickpay.com/help](http://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.

