

FIRST REAL ESTATE MANAGEMENT
5304 Dorsey Hall Drive
Ellicott City, MD 21042
TELEPHONE: 410.730.9531 FACSIMILE: 410.730.7903
admin@fremllc.com www.fremllc.com

For your convenience, we offer four payment methods:

Option 1: Traditional Coupon and Check (or Money Order):

Mail your payment by simply placing your Check(s) and Coupon(s) in the envelope provided, put a stamp on the envelope, and drop it in the mail.

*Please be aware that if your home is a member of multiple communities, then there is need to send a separate check **and** coupon for each community; each community has its own bank account. You may however, place all in the same envelope to save on postage.*

Failure to do this, you may incur late fees as the payments will not process properly. For example, if you belong to 3 associations, you will need 3 coupons and 3 checks.

Please do not use staples or paperclips and do not fold your payment documents. Also, allow a few extra days for the mail to be received at our lockbox facility.

Below are the payment options available which do not require sending a check yourself:

1. The ACH process where we process the payment does not incur a cost.
2. The bill payment option through your banking institution usually does not incur any cost to you; this payment may be sent electronically or by the bank issuing a paper check.
3. The online payment options do have processing fees as the community cannot absorb these costs.

Option 2: ACH (Automated Clearing House): To select this option, submit the attached authorization form (last page) which will authorize us to process your assessment payment via an electronic ACH transaction. Return the completed form along with a voided check (not a deposit slip) to First Real Estate Management 5304 Dorsey Hall Drive Ellicott City, MD 21042 (or scan the completed form and check and email to admin@fremllc.com) and we will do the rest. Your payment will be automatically withdrawn from the bank account as specified on the ACH authorization form.

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Option 3: Use your bank's Bill Payment service through its online banking product (if available).

It is very important you **list your Property Account Number in the check memo or note area and that separate bill payments be sent for (your community)**. Use the following as the address for your payment:

[Enter the Name of the Community]
C/o First Real Estate Management
Box 52977
Phoenix, AZ, 85072-2977

Memo: Property Account Number XXXX.
(See your coupon for the account number – item 3 below.)

Online Payment and Bill Pay Codes Found on Your Coupon. This is an example:

Number	Account Number	Date Due	Amount Due
1	00008857 3	12/01/2018	\$199.50
Owner(s) Test & Tester Resident		If Received After 12/15/2018	Pay This Amount \$219.45
BUR: xx-zzzz 241A 01		Property 2241 Sample Unit Road Unit A	
Test Community Association C/O First Real Estate Mgmt. P.O. Box 52977 Phoenix AZ 85072-2977		Make Checks Payable To: Test Community Association	

7096 000HOA 0000000000008857 RESIDENT0000 019950 4

1 2 3

1. Management Company ID (4 digits) = **7096**
2. Association/Community ID (3-4 positions, zero plus up to three letters) = **HOA (ZERO HOA)**
3. Property Account Number (all numbers to the right of the last zero) = **8857**

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Option 4: Online Payment (MutualPaySM PropertyPay from Mutual of Omaha Bank):
To make an online payment you will need the following information:

The **Management Company** ID is **7096**.

The **Association ID** is located on the coupon bottom line see above to locate item 2.
(If your home is part of multiple communities there is a unique association id for each community.)

The **Property Account Number** is located on the coupon bottom line see above to locate item 3.

(If your home is part of multiple communities there is a unique number for each community.)

Refer to the information the next page on navigating the MutualPaySM website or to set up the mobile app on your smart phone.

Fees for using the MutualPaySM website or the mobile app:

- A. To make a **One-Time Payment online at the Web Site** by eCheck (there is *no* processing fee or by credit card (there is a *processing fee of 2.95%* of the amount paid) payment.
- B. To set up a **Recurring Payment** by eCheck (there is *no* processing fee) or by credit card (there is a *processing fee of 2.95%* of the amount paid) payment.

Place the following in your browser <https://www.mutualpaypropertypay.com>

- C. Paying using the **Property Pay Mobile App** (see below on how to load on the smart phone), By eCheck (there is a *\$1.95 processing fee*) or pay by credit card (there is a *processing fee of 2.95%* of the amount paid)

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Navigating MutualPaySM Property Pay

MutualPaySM Property Pay – is a payment site and mobile application that makes it simple, quick and easy for you to make payments via card or electronic check.

Make a one-time payment using the “Pay Now” button

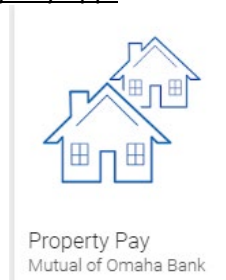
Use the “Sign Up” button to set up a flexible payment schedule and wallet

It is easy to create a flexible payment schedule online or in the Property Pay app.

Create a payment schedule online:

1. Visit: www.MutualPaypropertypay.com
2. Select Sign up to register
3. Create an account – create your user name and password
4. After creating an account, you will be asked to log in using your new user name and password
5. Enter the required property information
6. Enter the required payment information
7. Enter the details for your payment schedule – choose your start and end dates (or no end date)

Create a payment schedule in the Property Pay app:



1. Download the app from *Google PlayTM* or the *App store* - search for *Property Pay*
2. Select Sign up to register
3. Enter the required property information OR capture property details using your mobile device's camera
4. Enter the required payment information OR capture check details using your mobile device's camera
5. Enter the details for your payment schedule

Take advantage of the easy-to-use online payment site and application to save time by paying your at MutualPaySM Property Pay.

