CSM Payment Options:

Via Mail -
<u>We do not accept cash.</u> You may mail a check or money order to:

(Your Associations name)
Care of Clark Simson Miller
PO Box 52344
Phoenix, AZ 85072-2344

Please make your check payable to your HOA and be sure that the following items are listed on the memo line:

Management ID - 4547
Association ID -
Property Account Number –

Online -
You may visit https://propertypay.cit.com to pay your dues online. This will take you to a web page for CIT (our bank) and the payment will go directly to them. This allows for faster processing of your payments. You can pay via e-check for a fee of $2.25 or you can pay with a card for a fee of 2.95% of the total. Please note that payment does not post to the account immediately. Payment will be posted in 3-7 business days. You may also access this payment link by logging into the Vantaca homeowner portal: https://home.csmhoa.com/login.

You will need your Management ID, Association ID and Account Number to make your payment online.

Automatic Bill Pay -
You may set up automatic bill pay through your bank. Contact your local branch to set this up.

Instructions for Automatic Withdrawal of Association Dues (ACH)-
First Citizens Bank offers ACH withdrawal through their website at https://propertypay.cit.com/. Please see the attached document from First Citizens Bank to find out more information on how to set this up. Please note that a one-time ACH bank draft will incur a cost of $2.25 to process. If you schedule ACH recurring payments there is no fee associated at this time. The following attached document will show how to set up an automatic payment schedule through First Citizens Bank. If you should have any questions, feel free to reach out to the bank at 866-800-4656 or servicepropertypay@firstcitizens.com.

For additional assisstance, please contact our support team:
Phone: 865-315-7505
Email: support@csmhoa.com

COMMUNITY ASSOCIATION BANKING

Payment Schedules with Property Pay

Save time. Easily set up a flexible schedule for community association payments with Property Pay. Payment options include eCheck and card.

Create a payment schedule

- Go to https://propertypay.firstcitizens.com.
- Select the Sign Up button to register.
- Review and agree to the Terms & Conditions by selecting Yes.

Contact details

- Enter your contact information.
- Select the Next button.

Register your property

- Enter the required property information; you can register your account via the property IDs.
- Select Find My Property, Select Register Property, then Continue.

Create an account

- Create an account – enter your name, email address and password.
- Select Create Account.
- Select Continue; for your security, after creating an account, you will be asked to log in using your email address and password.

Wallet and payment details

- Select Make a Payment.
- Select Next to add a payment method to your wallet.
- Select either Add Card or Add Bank Account. Fees may apply.
- Enter your payment information.
- Select Add Card or Add Bank Account.

Create a payment schedule

- Select Make a Payment.
- Select Schedule Payments.
- Enter the schedule details.
- Select Continue button.

Verify payment schedule

- Review your payment schedule summary.
- If you need to make a change, select Back.
- Select Create Schedule.

Next, you will see the Payment Schedule Confirmation, which includes the option to print the confirmation or edit the schedule.

- Select OK to complete your schedule.
- Your payment schedule is viewable on the property page.

Payment tips

- Select the Help icon for more information on what is required for each field.
- The payment summary lists the payment amount, fees, if any, and a total amount paid.

Our customer service team is available to assist users with navigating at 866-800-4656 or servicepropertypay@firstcitizens.com.

Learn more at firstcitizens.com/cab