

Premier Property Pay

Homeowner/Renter User Guide



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PACIFIC PREMIER BANK®

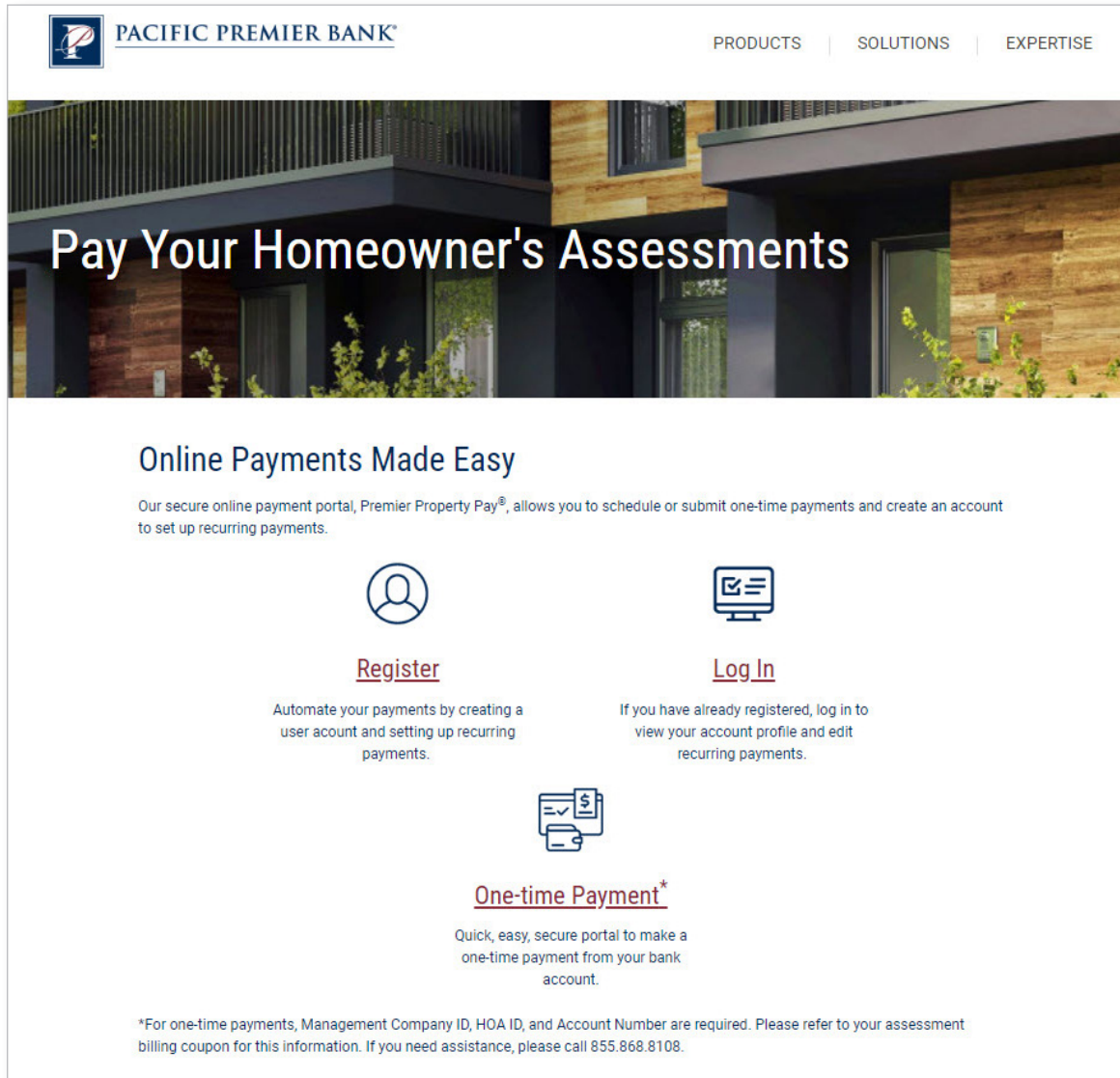
COMMUNITY ASSOCIATION BANKING

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Premier Property Pay URL

Premier Property Pay is directly accessed at: www.ppbi.com/PropertyPay.



PACIFIC PREMIER BANK PRODUCTS | SOLUTIONS | EXPERTISE

Pay Your Homeowner's Assessments

Online Payments Made Easy

Our secure online payment portal, Premier Property Pay®, allows you to schedule or submit one-time payments and create an account to set up recurring payments.

Register
Automate your payments by creating a user account and setting up recurring payments.

Log In
If you have already registered, log in to view your account profile and edit recurring payments.

One-time Payment*
Quick, easy, secure portal to make a one-time payment from your bank account.

*For one-time payments, Management Company ID, HOA ID, and Account Number are required. Please refer to your assessment billing coupon for this information. If you need assistance, please call 855.868.8108.

When you enter the site, choose what you would like to do:

- **REGISTER** a NEW Account
- Make a **ONE-TIME Payment without registering**
- **LOG IN** to an existing account

How to Register

Registered users can sign up for automatic payments, make one-time payments, access payment history, and access all site features, including the ability to pay for multiple properties from a single username and password.

- To Register as a NEW USER, click **Register Now**.
- **Note: if this is your first time to register, DO NOT type a Username or Password on this screen. You will be prompted to create a username and password later in the registration process.**

PREMIER PROPERTY PAY™

Sign In or Register

Please enter your Username and Password to securely log in and access your account. If you do not have an account, click Register Now to create one.

Username

Username created at registration

Password

Password created at registration

Login

[Forgot your password?](#)

Register Now

How to Register (cont.)

- **Account Nickname:** Give your property account a “nickname” to easily identify it.
- **Account ID:** Enter the **26-character Account ID** provided by your Management Company. SEE SAMPLE OF HOW TO LOCATE THIS FROM A COUPON OR STATEMENT.
- **Property ZIP Code:** Enter the Property ZIP Code, where the property is located.
- Click **Next**.

New User Registration

Accounts Security Profile Payment Methods

Account Nickname

Nickname

Give this account a nickname to help you identify the property for which you are making a payment, such as the HOA name, unit number, or address.

Account ID ⓘ

Account ID

Need assistance locating your Account ID? Click on the ? above for instructions.

Property ZIP Code

5 Digit ZIP Code

Enter the five-digit ZIP code of the property for which you would like to make a payment.

Cancel Next

How to find and enter required information for the Account ID field:

Number	Account Number	Date Due	Amount Due
0001	123456789	01/01/2023	\$550.75

Make Check Payable To: The Name of Your Community Association

If RECEIVED after: 01/16/2023

Pay This Amount: \$570.75

Your Community Association
PO Box 9000
Los Angeles, CA 91602

Amount Paid \$ _____
Check # _____

0517 00987A 0000000123456789 Your Name 055075 8

Management Company ID HOA ID Account #

Using your payment coupon, locate the Management Company ID, HOA ID, and Account Number, as shown above.

Enter all of the alphanumeric characters in the Account ID field with no spaces or extra characters. Your entry should be a total of 26 characters.

How to Register (cont.)

- Fill in the Personal Information below, choose and answer 2 different challenge questions, then click **Register**.
- Your password must be 6-16 alphanumeric values and contain at least one digit with uppercase and lowercase letters. It should NOT contain special characters.
- Challenge question answers are case-sensitive.

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New User Registration

Accounts Security Profile Payment Methods

Personal Information

First Name Last Name

email Phone
Enter your 10 digits phone number.

Account Information

Username

New password Confirm new password

Enter new password Confirm new password

Your Password must be between 6 and 16 alphanumeric values and contain at least one digit with upper and lower case letters.

Challenge Questions

Question 1
Please select a question

Answer 1
create new answer

Question 2
Please select a question

Answer 2
create new answer

You may be asked to answer one or more of these questions to recover your login information or verify your identity.

Cancel Previous Register

Congratulations! You are now registered with Premier Property Pay.

You will now be prompted to enter your payment method, or you can choose to **Skip to Login**.

Payment Method Setup at Registration

After initial registration, to make payments via a checking or savings account, add your payment information as indicated and click **Submit**. You can also choose to **Skip to Login** and add your payment method later.

PREMIER PROPERTY PAY™

New User Registration

Accounts Security Profile Payment Methods

● — ● — ○

Registration Complete! Thank you for your registration.

Add Payment Method

Bank Account Type
Checking

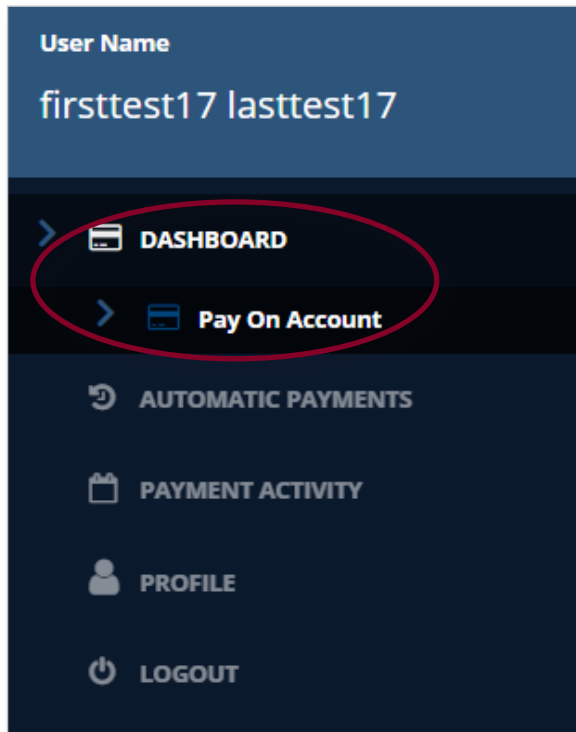
Name on Account **Bank Routing Number**

Bank Account Number **Confirm Account Number**

[Skip to Login](#) **Submit** ←

Dashboard

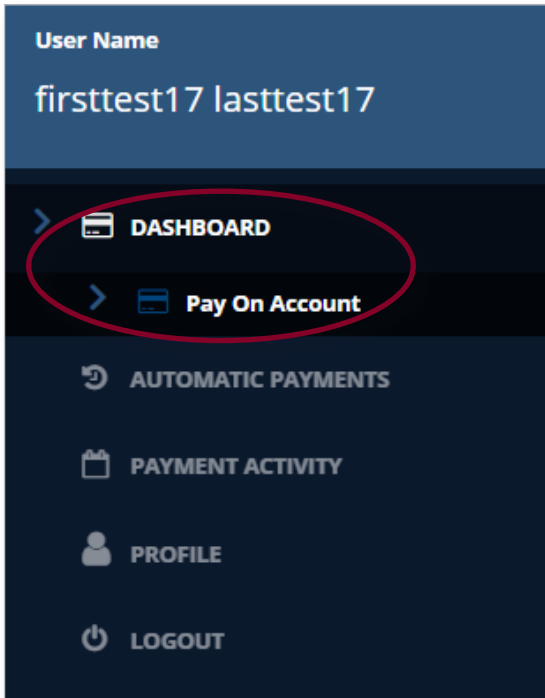
The Dashboard features allow you to quickly access the one-time payment feature by clicking **Pay on Account**. The dashboard menu also allows you to set up and review **Automatic Payments**, review your **Payment Activity**, access your **Profile** for Premier Property Pay, and **Logout**.



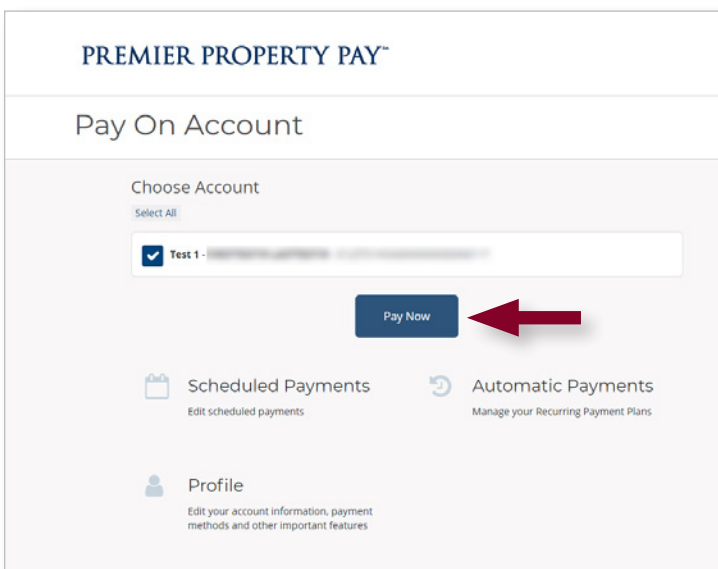
One-Time Payment

The **Pay on Account** menu from the Dashboard allows easy access to make a **one-time** payment while registered and logged in to Premier Property Pay.

- Click **Dashboard** on the menu to the left.



- Click on the **Pay Now** button to open a **one-time** payment session.



One-Time Payment (cont.)

Account

Account # [masked]

Account Name
FIRSTTEST19 LASTTEST19

Email Address [input field] Amount Due
\$2.12

HOA Name
Sunnyside Townhomes Property Management Company Name
Management Company

Property Management Company Phone Number
123-456-7890

Next

- Enter your email address if blank, then click **Next**. You'll have the opportunity to enter the payment amount on the next screen.
- **Note:** The Amount Due reflected is not a live feed. Please refer inquiries for amounts due to the Management Company for the property.

- Enter the payment amount and payment date. This **one-time** payment can be future dated up to 6 months.
- Check the box next to your payment method.
- Click **Next**.

Payment

Total Amount of \$2.12

Payment Amount
2.12 Payment Date
04/25/2024


[Add a new payment method](#)

Checking ...7891

Previous Next


One-Time Payment (cont.)

- Review the summary, and if everything is correct, click **Pay**.

Total Amount of \$2.12 


Account Nickname
Test 1

Payment Date 04/19/2024	Account 12345678900000000000000001
Customer Name FIRSTTEST19 LASTTEST19	Email Receipt to test@email.com
Payment Type Direct Payment	Amount Due 2.12
HOA Name Sunnyside Townhomes	Property Management Company Name Management Company
Property Management Company Phone Number 123-456-7890	

Payment Method
 Checking ...7891

Payment Amount \$2.12	Fee \$0.00
Total Payment Amount \$2.12	

By clicking Pay, I authorize the above named HOA to electronically debit my account ending in 7891, for a payment of \$2.12, on or after 04/19/2024.

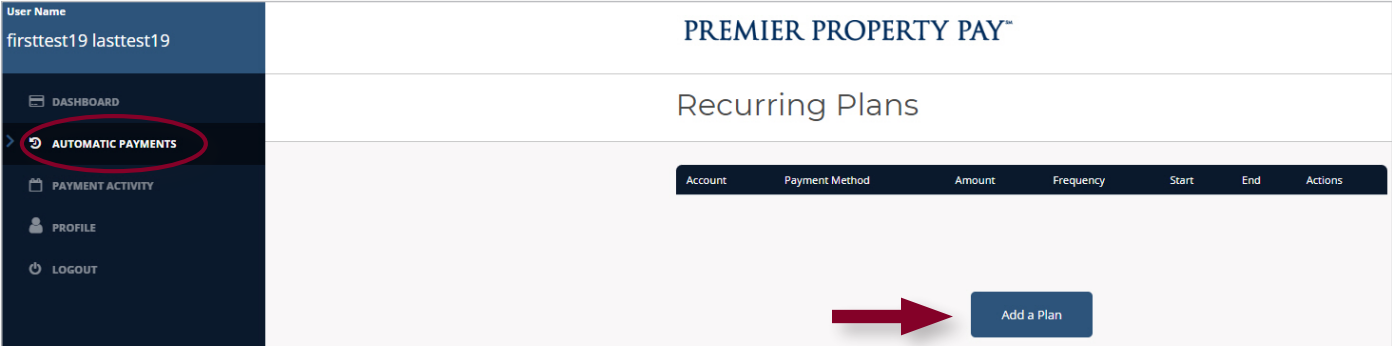
[Previous](#) [Pay](#) 

- You will see a Success screen and receive a confirmation via email after submitting the payment.
- The email will contain a unique Transaction ID number.

Automatic Payments – Add New Recurring Payment Plan

AUTOMATIC PAYMENTS are payments set up to recur without having to take any additional action.

- Click on **AUTOMATIC PAYMENTS** on the menu to the left. Then click **Add a Plan** to create a new Recurring Payment Plan enrollment.




Automatic Payments – Add New Recurring Payment Plan (cont.)

- Check the boxes next to your HOA account, your payment method and Recurring.
- Fill out the required fields.
 - **Payment Amount:** enter the recurring amount you want to pay.
 - **Payment Frequency:** Choose the frequency from the drop-down list.
 - **First Payment Date:** Choose your first payment date. All subsequent payments will begin processing out on that day. (Ex. For monthly, if 2/27/2024 is chosen, your payments will process on the 27th for each month. If the 27th falls on the weekend or holiday, your payment will begin processing on the next available business date. You may choose a recurring plan start date to be within 365 days of the entry date.)
 - **Making payments until a specific date** allows you to decide when the current payment plan ends and the last payment is drafted. This is an optional field.
- Click **Next**.

New Payment Plan

Test 1 - FIRSTTEST19 LASTTEST19 -

[Add a new payment method](#)

 Checking ...7891

Payment Method

Recurring
Pay a fixed amount on a regular schedule

Payment Amount


Payment Frequency

First Payment Date

Make payments until a specific date

Un-checking the box will make payments until the plan is manually cancelled.

Amount Due	HOA Name
\$2.12	Sunnyside Townhomes
Property Management Company Name	Property Management Company Phone Number
Management Company	2221234567



Automatic Payments – Add New Recurring Payment Plan (cont.)

Confirm Payment Plan

- Review and if ready, click **Authorize**.

Confirm Payment Plan

Account

Test 1 - FIRSTTEST19 LASTTEST19

Payment Method

Checking ...7891

Payment Method

Recurring
Pay a fixed amount on a regular schedule

Payment Amount

\$2.12

Payment Frequency

monthly

First Payment Date


04/25/2024

Last Payment Date

Until cancelled

Amount Due	HOA Name
2.12	Sunnyside Townhomes
Property Management Company Name	Property Management Company Phone Number
Management Company	123-456-7890

I authorize the HOA indicated above to debit the account indicated in this web form, for the noted amount on the schedule indicated. I understand that this authorization will remain in effect until the schedule end date, or until I login to the website and cancel the recurring transaction. If the above noted payment date falls on a weekend or holiday, I understand that the payment may be executed on the next business day. I understand that because this is an electronic transaction, these funds may be withdrawn from my account each period as soon as the above noted first payment date.

[Back](#) [Authorize](#) 


Automatic Payments – Cancel Recurring Payment Plan

- To cancel the full recurring payment plan, go to **AUTOMATIC PAYMENTS** in the left menu and click **Cancel**.

Recurring Plans

Account	Payment Method	Amount	Frequency	Start	End	Actions
123456789000000000000000000001	Checking ...7891	2.12	Monthly	04/25/2024	Until cancelled	Cancel

[Add a Plan](#)




- Complete the cancelation by clicking **Cancel Plan**.

Cancel Payment Plan

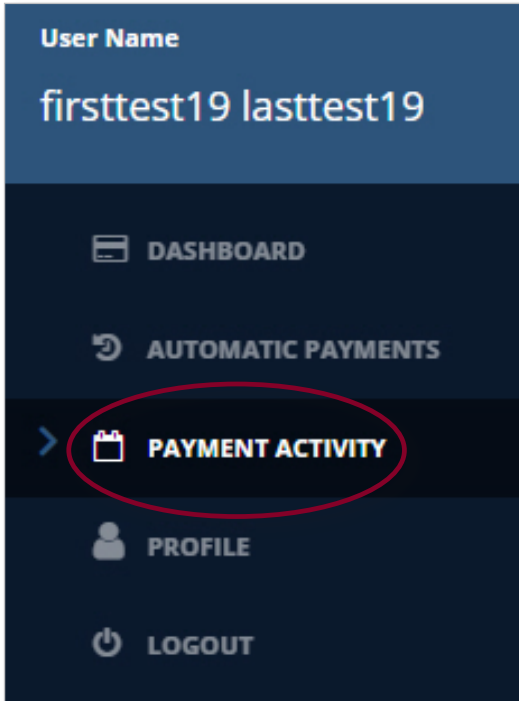
Do you wish to cancel this payment plan for account **123456789000000000000000000001**

[Never Mind](#) [Cancel Plan](#)




Payment Activity – View Scheduled Payments

- Scheduled one-time and recurring payments can be viewed on the **Payment Activity** screen. Recurring payments are identified with the circle arrows.



Payment Activity

Scheduled Payments

Payment Date	Status	Reference #	Total Payment Amount	Actions
04/25/2024	Scheduled	B2411065975647	\$2.12	<input type="button" value="Cancel"/>
05/01/2024	Scheduled	B2411065975621 	\$2.12	<input type="button" value="Cancel"/>

Payment Activity – View Payment History

Exporting Payment History

- Review and if ready, click **Authorize**. The payment history displayed can be exported by selecting **Exporting Payment History**.

Search Payment History by Date

- Search Payment by by a range of dates by clicking on the **From Date** and **To Date** fields.

Payment History

From Date: From Date To Date: To Date [Refresh]

[Export Payment History](#)

Payment Date	Status	Reference #	Total Payment Amount	Actions
09/30/2024	Cancelled	B2408864718020	\$2.12	
05/01/2024	Cancelled	B2411065975294	\$2.12	
04/30/2024	Cancelled	B2410865911644	\$2.00	

Payment Activity – Cancel One-Time/Scheduled Payment

- To cancel a **scheduled one-time payment**, go to Payment Activity and click **Cancel** next to the one-time payment.

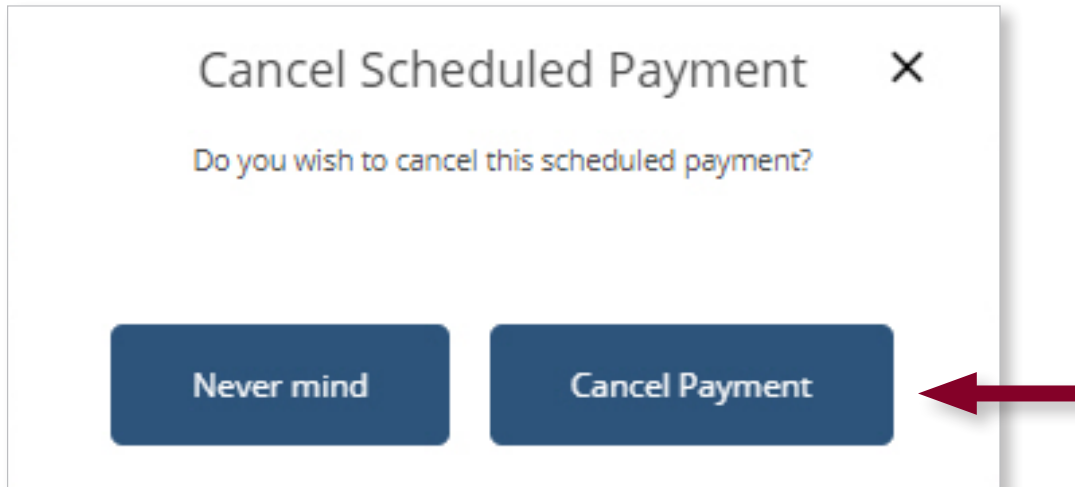
Payment Activity

Scheduled Payments

Payment Date	Status	Reference #	Total Payment Amount	Actions
04/25/2024	Scheduled	B2411065975647	\$2.12	Cancel
05/01/2024	Scheduled	B2411065975621	\$2.12	Cancel

Payment Activity (cont.)



- Complete the cancelation by clicking **Cancel Payment**.



To cancel the next **recurring payment**, go to Payment Activity and click **Cancel** on the recurring payment. **Canceling a payment under the Payment Activity screen only cancels the payment selected and does not cancel other future instances that may be remaining in the recurring payment plan. To cancel a recurring payment plan entirely, go to Automatic Payments on the dashboard.**

Payment Activity

Scheduled Payments

Payment Date	Status	Reference #	Total Payment Amount	Actions
04/25/2024	Scheduled	B2411065975647	\$2.12	<button>Cancel</button>
05/01/2024	Scheduled	B2411065975621 	\$2.12	 <button>Cancel</button>


Payment Activity (cont.)

- Complete the cancelation by clicking **Cancel Payment**.

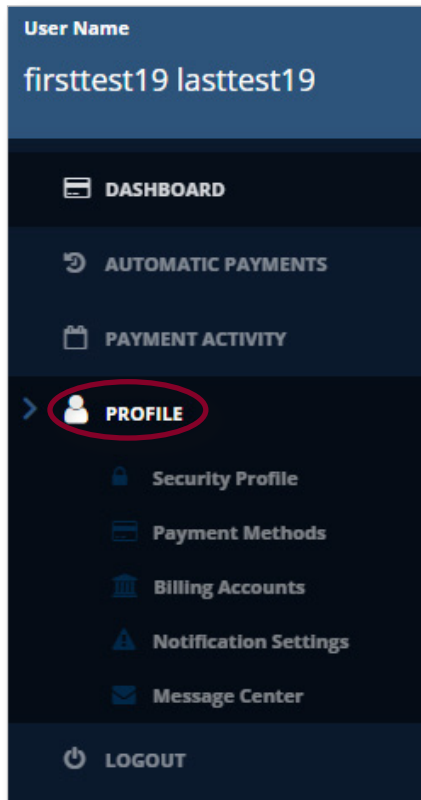
Cancel Scheduled Payment ✕

Cancelling a recurring payment instance does not cancel the recurring payment plan, all future instances will be scheduled as planned. To manage the recurring payment plan go to the Automatic Payments menu.

Never mind **Cancel Payment**









Profile



Profile settings are accessible from the **PROFILE** menu option on the left or on the main page.

Profile

 <h3>Security Profile</h3> <p>Update your personal information (name, email, mobile phone, password, and challenge questions)</p>	 <h3>Payment Methods</h3> <p>Add new or edit your existing credit card, debit cards and bank accounts.</p>
 <h3>Billing Accounts</h3> <p>Update your Account Nickname with your Account ID and PIN</p>	 <h3>Notification Settings</h3> <p>Adjust how you are notified regarding your payments.</p>
 <h3>Message Center</h3> <p>View important messages sent to you by our system.</p>	 <h3>Delete Profile</h3> <p>Permanently close your online payment account and delete your billing profile.</p>

Profile – Security Profile

- View and change **Personal Information**, **Password**, or **Challenge Questions** on the Security Profile screen and click **Save or Update** to confirm.

Security Profile

Personal Information

First Name firsttest19	Last Name lasttest19
email e***l@email.com	Phone 123-456-7890

Save Personal Info

Clicking on Save Personal Info will update the email(s) and phone number(s) of the account(s) the user manages

Password reset

Password
Current password
Password created at registration

New password ⓘ Enter new password	Confirm new password Confirm new password
---	---

Your Password must be between 6 and 16 alphanumeric values and contain at least one digit with upper and lower case letters.

Save New Password

Challenge Questions

Question 1
In what city were you born?

Question 2
What is the first name of your first child?

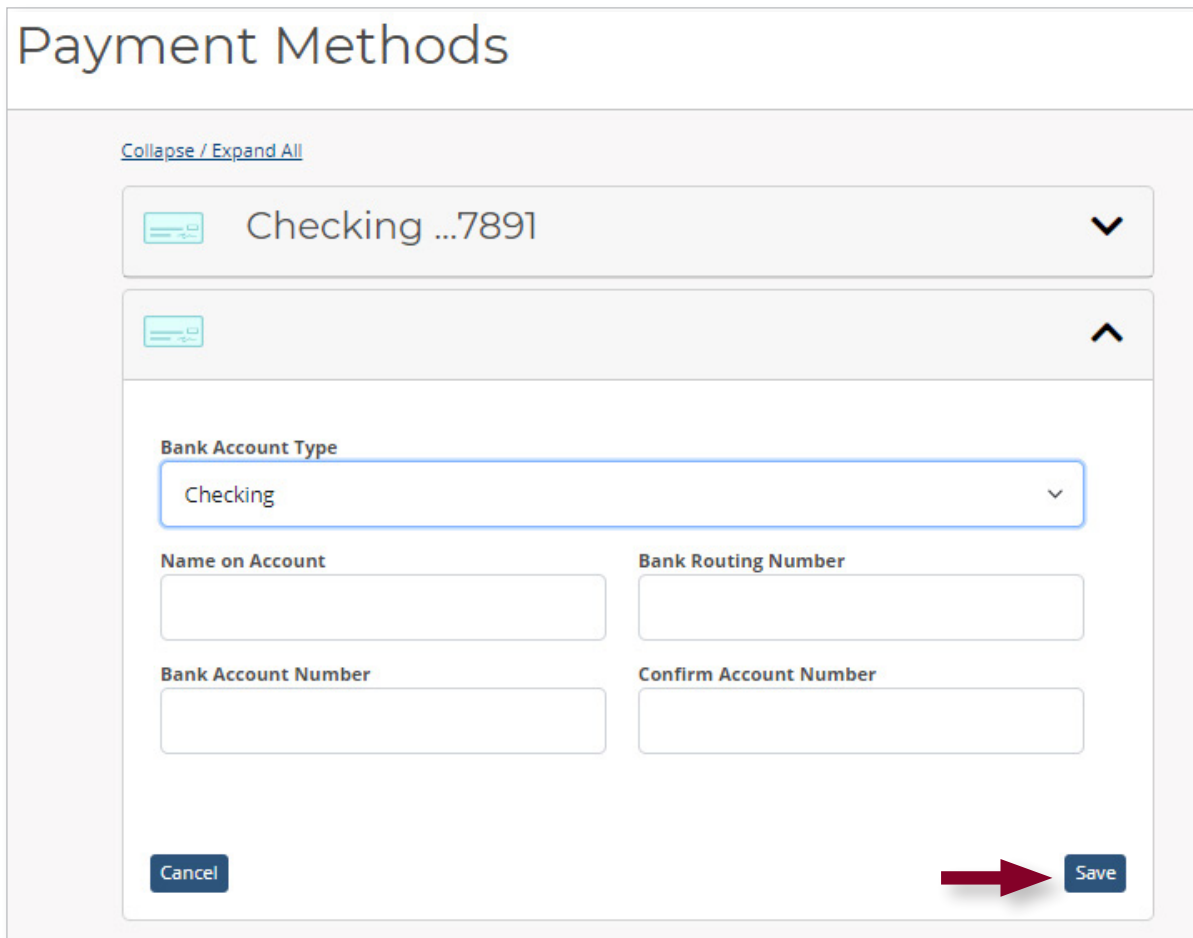
Profile – Payment Methods

View and Add Bank Accounts

- Payments can be drafted from checking, savings, or business checking accounts.
- Additional payment methods may be added by clicking the **Add** button, then fill in the required information for your bank account: Bank Account Type, Name on Account, Bank Routing Number, and Bank Account Number, then click **Save**.



The screenshot shows the 'Payment Methods' header and a link for 'Collapse / Expand All'. Below this is a list of payment methods. One method is visible: 'Checking ...7891' with a dropdown arrow on the right. A red arrow points to an 'Add' button located to the right of the list.



The screenshot shows the 'Payment Methods' header and a link for 'Collapse / Expand All'. Below this is a list of payment methods. One method is visible: 'Checking ...7891' with a dropdown arrow on the right. Below the list is a form to add a new bank account. The form has the following fields:

- Bank Account Type**: A dropdown menu with 'Checking' selected.
- Name on Account**: A text input field.
- Bank Routing Number**: A text input field.
- Bank Account Number**: A text input field.
- Confirm Account Number**: A text input field.

At the bottom of the form are two buttons: 'Cancel' and 'Save'. A red arrow points to the 'Save' button.

Profile – Payment Methods (cont.)

Checking ...7890 ^

Payment method successfully added.

Bank Account Type
Checking

Name on Account test	Bank Routing Number *****5781
Bank Account Number *****7890	Confirm Account Number *****7890

[Delete](#)

Delete Bank Accounts

- Select the account you want to delete and click the arrow to expand the account details.

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Payment Methods

[Collapse / Expand All](#)

Checking ...7891	▼
Checking ...7890	▼


[Add](#)


Profile – Payment Methods (cont.)

- Click the **Delete** Button.

Payment Methods


[Collapse / Expand All](#)

 Checking ...7891 ▼

 Checking ...7890 ▲

Bank Account Type
Checking

Name on Account test	Bank Routing Number *****5781
Bank Account Number *****7890	Confirm Account Number *****7890

Delete 


Add

- Confirm by clicking **Delete**.

Delete Payment Method

WARNING: You may have existing scheduled or pending payments that depend on the method you are about to delete. If you have pending payments that depend on this method they will still be submitted for payment. If you have scheduled or automatic payments that depend on this method, they will be deleted and must be rescheduled.

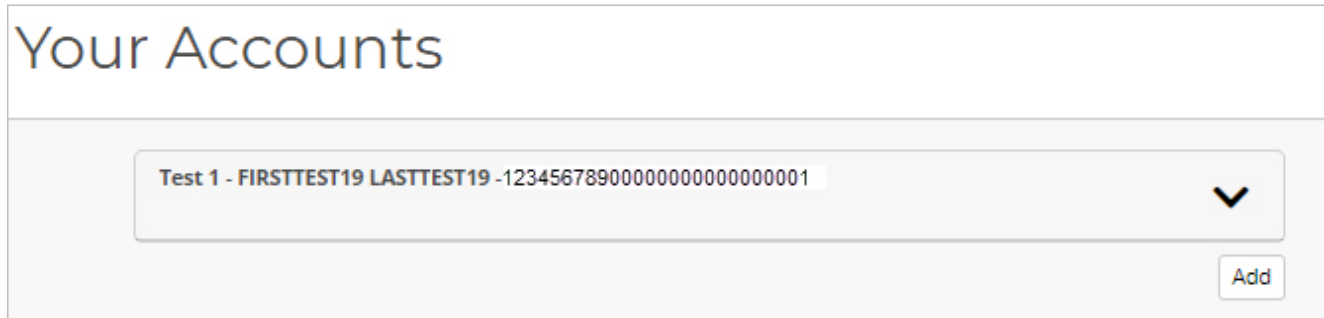
Select Delete button to delete the payment method. Select Cancel button to cancel the deletion.

Cancel **Delete** 

Profile – Billing Accounts

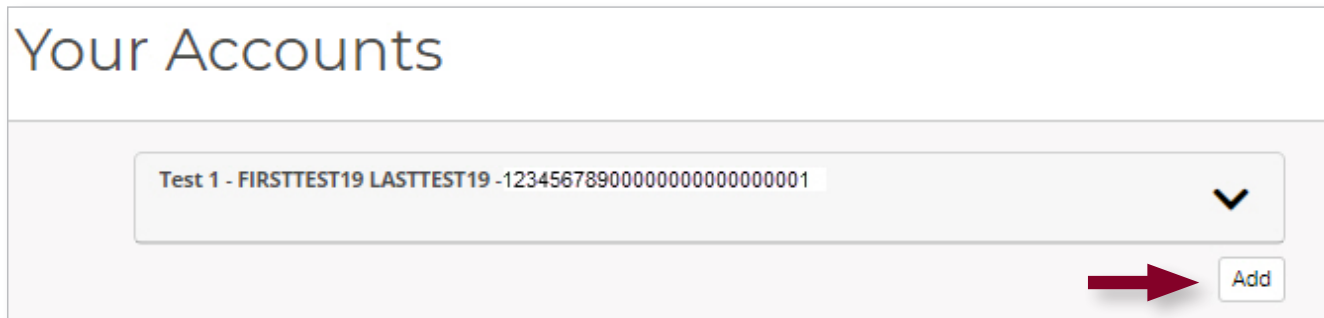
View Billing Accounts

- The 26-character account ID used to register with Premier Property Pay will display on the Billing Accounts screen.
- The Nickname and Account ID number will display like the example.



Add Billing Accounts

- To add additional 26-character account IDs to the user profile, click **Add** button. (Adding additional billing accounts may be necessary if you own multiple properties or pay assessments under different account IDs, provided your Management Company(s) have enabled Premier Property Pay.)



Profile – Billing Accounts (cont.)

- **Account Nickname:** Give your property account a “nickname” to easily identify it and differentiate between the billing accounts.
- **Account ID:** Enter the **26-character Account ID** provided by your Management Company. SEE SAMPLE OF HOW TO LOCATE THIS FROM A COUPON OR STATEMENT.
- **Property Zip Code:** Enter the Property ZIP Code, where the property is located.
- Click **Save**.

The screenshot shows a web form with three main sections. The first section is 'Account Nickname' with a text input field containing the placeholder 'Nickname' and a small instruction below it: 'Give this account a nickname to help you identify the property for which you are making a payment, such as the HOA name, unit number, or address.' The second section is 'Account ID' with a text input field containing the placeholder 'Account ID' and a small instruction below it: 'Need assistance locating your Account ID? Click on the ? above for instructions.' The third section is 'Property ZIP Code' with a text input field containing the placeholder '5 Digit ZIP Code' and a small instruction below it: 'Enter the five-digit ZIP code of the property for which you would like to make a payment.' At the bottom left is a 'Cancel' button and at the bottom right is a 'Save' button. A red arrow points from the 'Save' button towards the right.

How to find and enter required information for the Account ID field:

Number	Account Number	Date Due	Amount Due
0001	123456789	01/01/2023	\$550.75

Make Check Payable To: The Name of Your Community Association If RECEIVED after: 01/16/2023 Pay This Amount: \$570.75

Your Community Association
PO Box 9000
Los Angeles, CA 91602

Amount Paid \$ _____
Check # _____

0517 00987A 0000000123456789 Your Name 055075 8

Management Company ID HOA ID Account #

Using your payment coupon, locate the Management Company ID, HOA ID, and Account Number, as shown above.

Enter all of the alphanumeric characters in the Account ID field with no spaces or extra characters. Your entry should be a total of 26 characters.

Using the example above, the entry would be:

Account ID

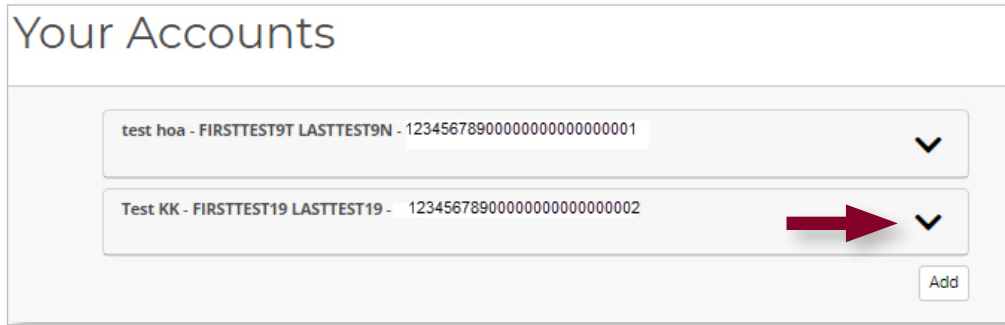
051700987A0000000123456789

If you do not receive a payment coupon, please contact your Management Company, or refer to the online portal for your community.

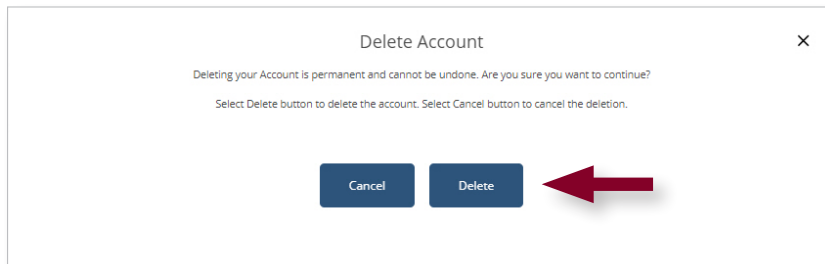
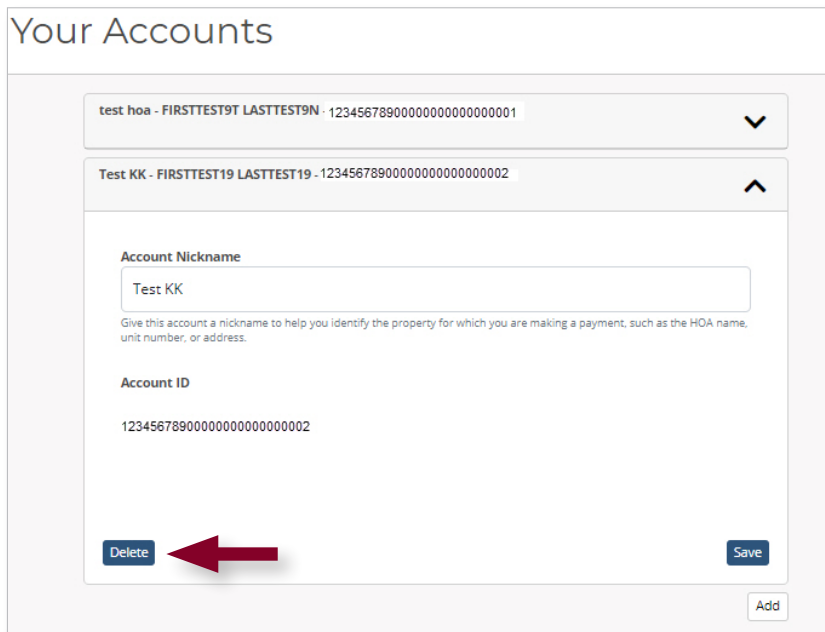
Profile – Billing Accounts (cont.)

Delete Billing Accounts

- To delete a 26-character account ID from the user profile, click the down arrow next to the account you wish to remove.



- Click **Delete**, then click **Delete** again on the confirmation.



Profile – Notification Settings & Message Center

Viewing and Setting Alert Notifications

- There are 4 email alerts available in Premier Property Pay.
- Automatic payment alerts are pre-selected.
- Manual Payment alerts are turned on by checking the box next to **Email** and selecting **Save Settings**.

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Notification Settings

Alert me when an automatic payment has occurred.	<input checked="" type="checkbox"/> Email
Alert me when an automatic payment has failed.	<input checked="" type="checkbox"/> Email
Alert me when a manual payment has occurred.	<input type="checkbox"/> Email
Alert me when a manual payment has failed.	<input type="checkbox"/> Email

[Save Settings](#) ←

View System-Generated Emails

- Property Pay generated emails are available to view directly from the Message Center.

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Message Center

Message Date	Channel(s)	Subject
Apr 19, 2024	Email	Premier Property Pay Alert: Payment Method Added
Apr 19, 2024	Email	Premier Property Pay Alert: Recurring Payment Plan Created

Profile – Delete Profile

A user profile can be deleted.

- Select **Delete Profile** from the Profile Menu.
- Confirm the selection by clicking **Delete**.

The screenshot shows the 'PREMIER PROPERTY PAY™' profile menu. The 'Delete Profile' option is highlighted with a red arrow pointing to it from the right. The menu includes options for Security Profile, Payment Methods, Billing Accounts, Notification Settings, Message Center, and Delete Profile.

Icon	Option	Description
	Security Profile	Update your personal information (name, email, mobile phone, password, and challenge questions)
	Payment Methods	Add new or edit your existing credit card, debit cards and bank accounts.
	Billing Accounts	Update your Account Nickname with your Account ID and PIN
	Notification Settings	Adjust how you are notified regarding your payments.
	Message Center	View important messages sent to you by our system.
	Delete Profile	Permanently close your online payment account and delete your billing profile.

The screenshot shows the 'Delete Profile' confirmation screen. It features a 'Delete' button in red, which is highlighted with a red arrow pointing to it from the right, and a 'Cancel' button in blue.

Delete Profile

Deleting your profile is permanent and cannot be undone.

Select Delete button to delete the profile. Select Cancel button to cancel the deletion.

Cancel **Delete**

One-Time Payment Without Registering

- From the main page on ppbi.com/PropertyPay, you can make a one-time payment without registering. Click on **One-time Payment**.

- Fill in the **Management Company ID, HOA ID, and Account #**, and complete the reCAPTCHA. Click **Submit**. SEE SAMPLE OF HOW TO LOCATE THIS FROM A COUPON OR STATEMENT.


One-time Payment


Enter your Management Company ID, HOA ID, and Account Number below to validate your account and be directed to the One-time Payment page.

Management Company ID

HOA ID

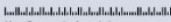
Account #

I'm not a robot 



How to find and enter required information for a one-time-payment:

Number	Account Number	Date Due	Amount Due
0001	123456789	01/01/2023	\$550.75
Make Check Payable To: The Name of Your Community Association		If RECEIVED after 01/16/2023	Pay This Amount \$570.75


 Your Community Association
 PO Box 9000
 Los Angeles, CA 91602

Amount Paid \$
 Check #

0517 00987A 000000123456789 Your Name 055075 8
↑ ↑ ↑

Management Company ID HOA ID Account #

On your payment coupon, locate the Management Company ID, HOA ID, and Account Number, as shown above. Enter the alphanumeric characters for each field, excluding any leading zeros, with no spaces or extra characters.

Using the example above, the entries would be:

Management Company ID

HOA ID

Account #

One-Time Payments (cont.)

- Enter email address. Click **Next**. Payment amount can be entered on next screen.

Account


Account Payment Confirmation Receipt

Account # 123456789000000000000000000001

Account
123456789000000000000000000001

Account Name
FIRSTTEST19 LASTTEST19

Email Address test@email.com	Amount Due \$2.12
HOA Name Sunnyside Townhomes	Property Management Company Name Management Company
Property Management Company Phone Number 123-456-7890	

 **Next**

One-Time Payments (cont.)


- Enter payment amount and choose payment date.
- Use dropdown menu to select the appropriate account type, e.g., Checking, Savings, Business checking.
- Enter your bank account information. Click **Next**.

Payment

Account Payment Confirmation Receipt


Total Amount of \$2.12 ^

Payment Amount <input type="text" value="2.12"/>	Payment Date <input type="text" value="04/25/2024"/>
Bank Account Type <input type="text" value="Checking"/> ▾	
Name on Account <input type="text"/>	Bank Routing Number <input type="text"/>
Bank Account Number <input type="text"/>	Confirm Account Number <input type="text"/>




One-Time Payments (cont.)


- Review your entries and if accurate, click **Pay**.

Total Amount of \$2.12 

Account Nickname
Test 1

Payment Date 04/25/2024	Account
Customer Name FIRSTTEST19 LASTTEST19	Email Receipt to test@email.com
Payment Type Direct Payment	Amount Due 2.12
HOA Name Sunnyside Townhomes	Property Management Company Name Management Company
Property Management Company Phone Number 123-456-7890	
Payment Method  Checking ...7891	
Payment Amount \$2.12	Fee \$0.00
Total Payment Amount \$2.12	

By clicking Pay, I authorize the above named HOA to electronically debit my account ending in 7891, for a payment of \$2.12, on or after 04/25/2024.

[Previous](#)  [Pay](#)

Frequently Asked Questions

Registering an Account

- Q. What do I use for the Nickname?
- A. The nickname should be unique to help you specifically identify the account. If you have more than one account, this is especially helpful. Use a unique nickname for each account.
- Q. What is my Account ID?
- A. This is your unique 26-character account number. It is never more or less than 26 characters. Your Management Company should provide this to you.
- Q. What ZIP code do I use when registering?
- A. Enter the ZIP code associated with your property location.
- Q. I deleted my profile and want to register again. Can I use the same username?
- A. No. When you delete a profile and try to register for a new one, you can't use the original username but will need to create a new, unique username.

Login

- Q. What is the URL for Premier Property Pay?
- A. The URL to access Premier Property Pay is: ppbi.com/PropertyPay
- Q. What are the password criteria?
- A. The password must be between 6 and 12 alphanumeric values and contain at least one numeric digit with uppercase and lowercase letters. No special characters (such as: #, !, \$, etc.) should be used.
- Q. Are the challenge question answers case sensitive?
- A. Yes, the challenge question answers are case sensitive.
- Q. On the Register page, do I need to input a username and password first?
- A. No. Do not enter a username and password on the registration screen. You must scroll down and click **REGISTER NOW**. The next screen will allow you to continue with the registration process, where you will establish your username and password.
- Q. What do I use for a login ID? Is that the same as Username?
- A. Your Username serves as a login ID. You will use your Username and Password when you log in.
- Q. What if I can't remember my password?
- A. Use the **Forgot Password** link on the Login Page. You'll be prompted to answer your challenge questions. Reminder: challenge question responses are case sensitive. If you have 4 failed attempts to log in, you will be locked out for 30 mins. You can try again after that time. If you continue to have issues, please contact your Management Company as they can reset your password for you.

Frequently Asked Questions

Payment Schedule (Recurring/Automatic)

- Q. Can I edit my existing automatic payment details?
- A. No. If any changes are needed to your existing recurring plan, you must cancel the plan and re-establish a new plan with the new details.
- Q. What if I need to make additional payments temporarily but I have a recurring payment scheduled?
- A. You have a few options:
1. Go to ppbi.com/PropertyPay each time you need to make additional payments and choose **One-Time Payment** on the first screen.
 2. Log in to Premier Property Pay and set up an additional recurring payment plan for the temporary amount. Choose a payment end date just after the last necessary payment date.
 3. Cancel the existing recurring payment plan and re-establish a new plan with the total amount that includes the temporary payment. Set the payment end date just after the last necessary payment date. With this option, once the temporary payments are completed, you must remember to cancel and re-establish a recurring payment plan with the regular amount due.

Adding Additional Billing Accounts

- Q. How do I add an additional HOA account?
- A. Log in to Premier Property Pay, click on **Profile** located on the left-hand side, click on **Billing Accounts**, and click **Add**.

Payments

- Q. How do I edit payment methods?
- A. Log in to Premier Property Pay, click on **Profile** located on the left-hand side, click on **Payment Methods**, and add/edit from here.
- Q. Can I cancel a payment that has not processed?
- A. Yes, you can use the **Cancel** button accessed via the **Payment Activity** menu on the dashboard to cancel a payment.
- Q. How long will it take for my payment to post?
- A. It will typically take 2-3 business days for your payment to post.
- Q. I accidentally entered my payment for too much, or I forgot to cancel my payment plan on the previous platform. How can I get a refund?
- A. You must contact your Management Company directly for a payment refund.

Profile

- Q. How do I delete my profile?
- A. Log in to Premier Property Pay, click on **Profile** located on the left-hand side, and click **Delete Profile**.
- Q. I deleted my profile and want to register again. Can I use the same username?
- A. No. When you delete a profile and try to register for a new one, you can't use the original username but will need to create a new, unique username.

For Additional Assistance

Questions? Please contact your Management Company directly. You may also contact the Pacific Premier Bank Premier Property Pay help desk at **855.868.8108**, Monday-Friday 8:00 a.m. – 6:00 p.m. CT.



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