Premier Property Pay

Homeowner/Renter User Guide
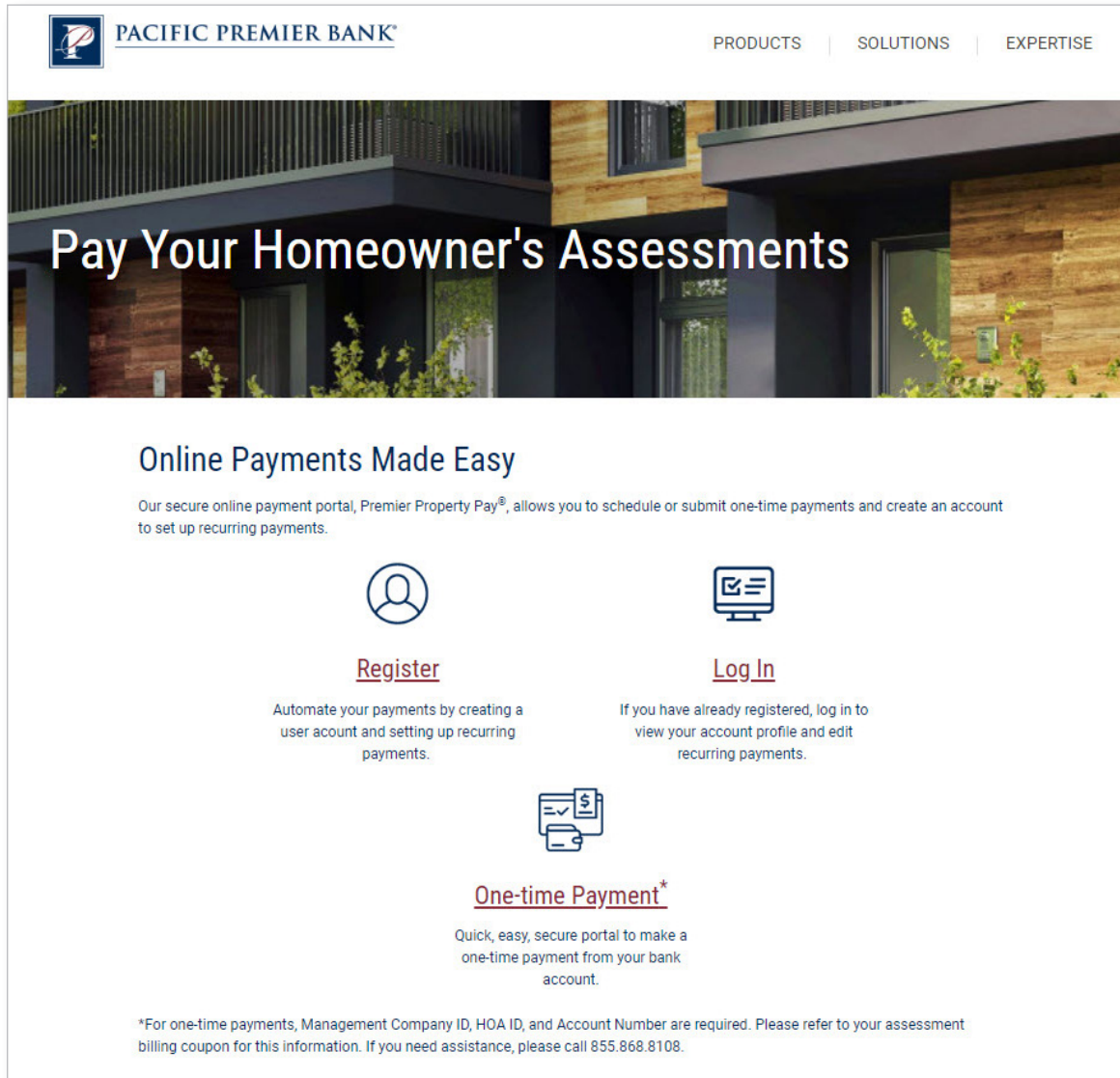
PACIFIC PREMIER BANK®
COMMUNITY ASSOCIATION BANKING

Table of Contents

Premier Property Pay URL

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

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.

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.

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.

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**.
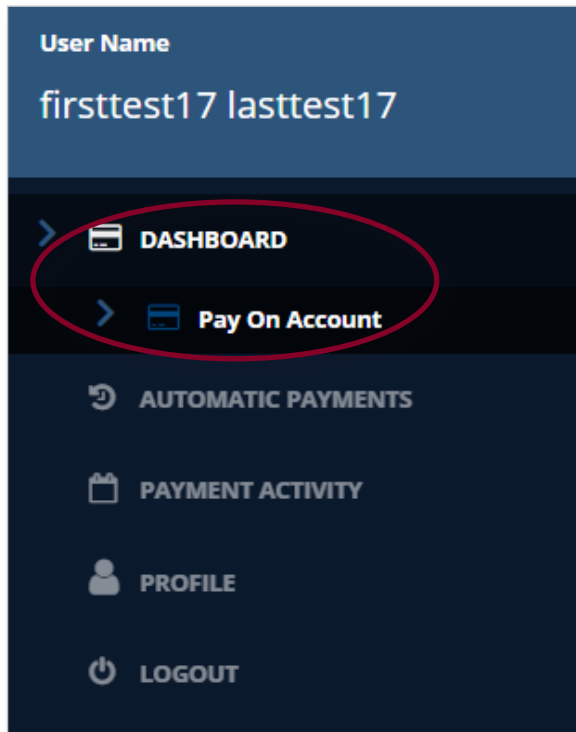
One-Time Payment

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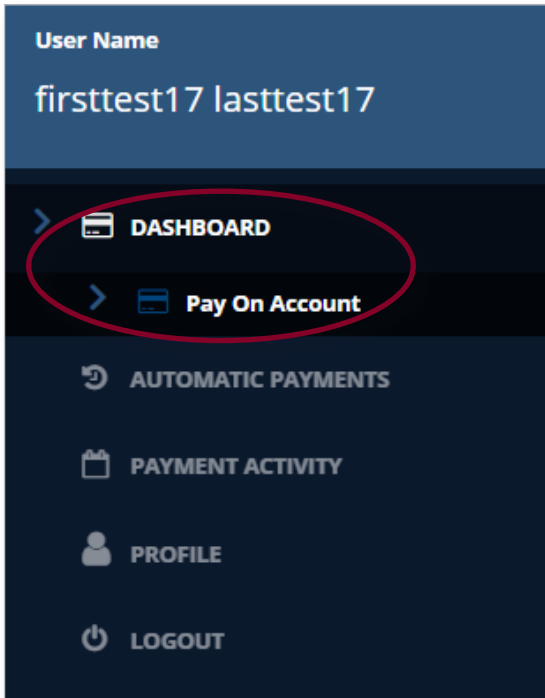
- Click on the **Pay Now** button to open a **one-time** payment session.

One-Time Payment (cont.)
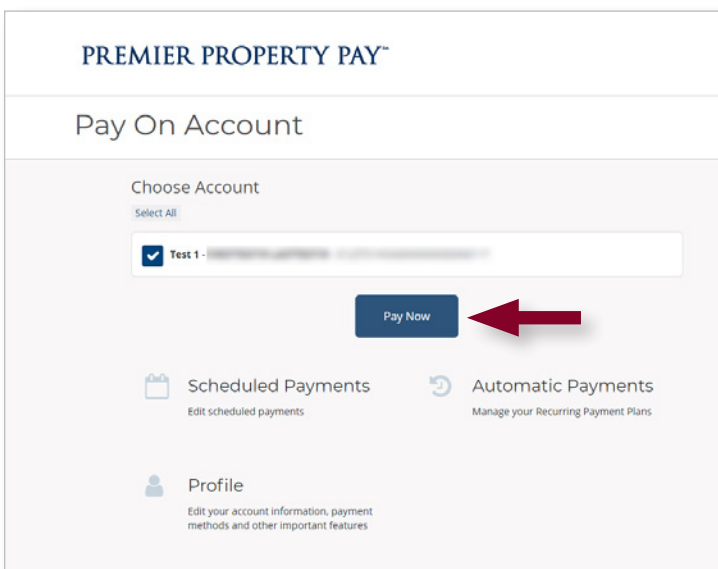

- Enter your email address if blank, then click **Next**. You'll have the opportunity to enter the payment amount on the next screen.

- 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**.

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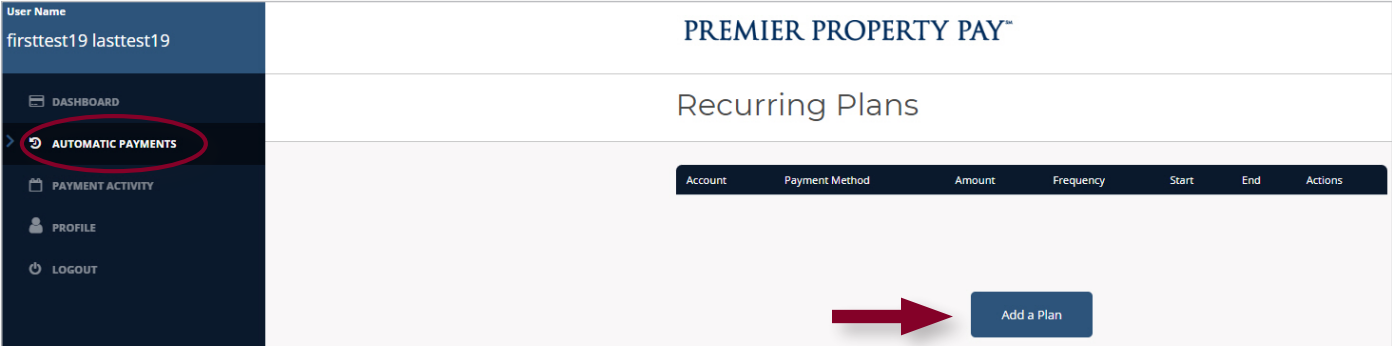
Automatic Payments – Add New Recurring Payment Plan (cont.)

- 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

| 2.12 |

Payment Frequency

| Monthly ⌄ |

First Payment Date

| 05/01/2024 |

☐ **Make payments until a specific date**
Un-checking the box will make payments until the plan is manually cancelled.

Amount Due
$2.12

HOA Name
Sunnyside Townhomes

Property Management Company Name
Management Company

Property Management Company Phone Number
2221234567

[Back]   [Next]

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**.

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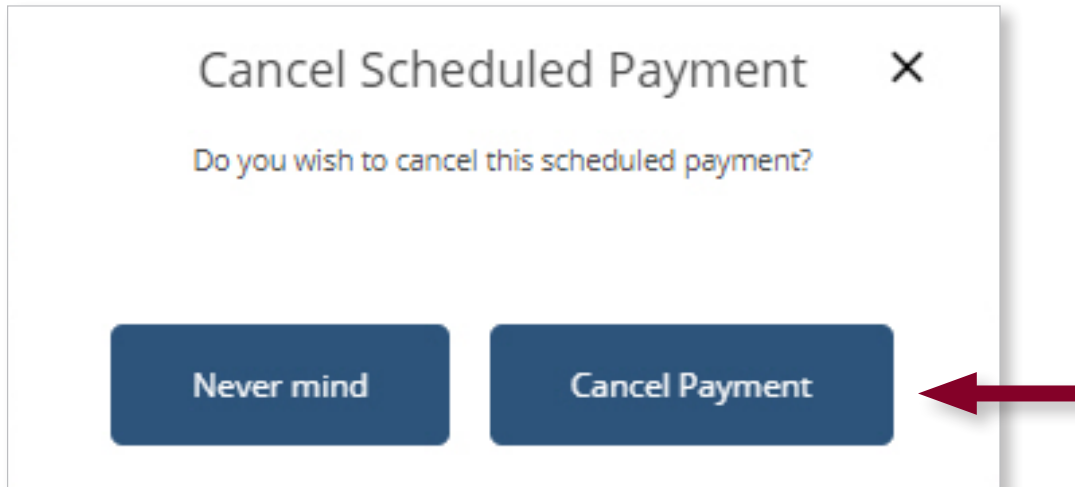
- Complete the cancelation by clicking **Cancel Payment**.

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	Cancel
05/01/2024	Scheduled	B2411065975621	$2.12	Cancel

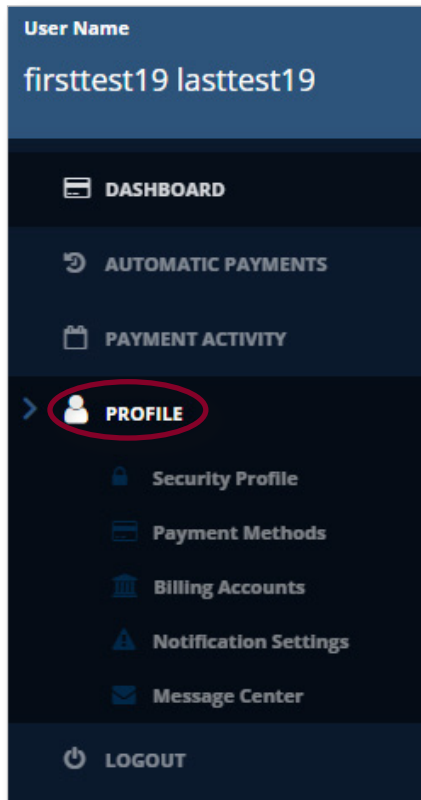- Complete the cancelation by clicking **Cancel Payment**.

Profile

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

Profile

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.

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
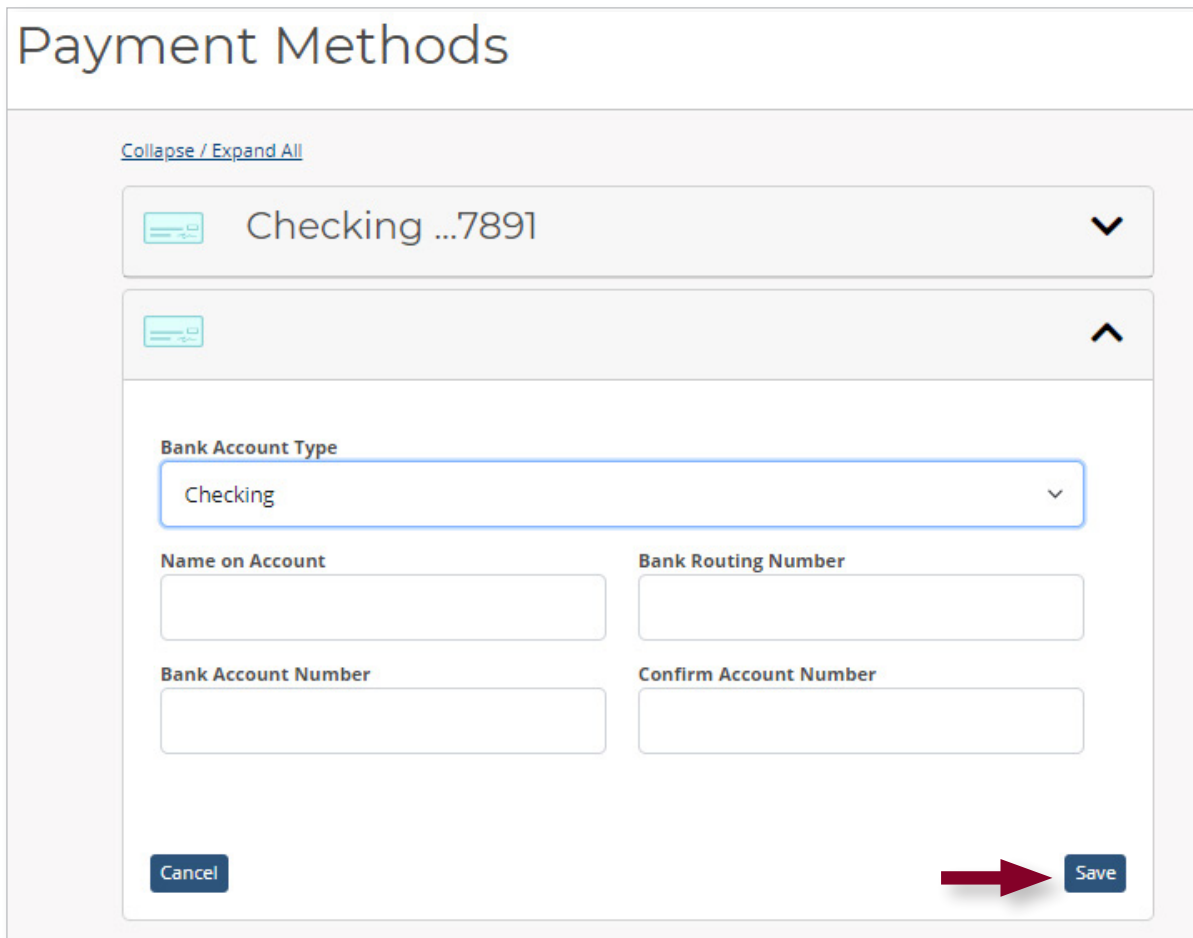What is the first name of your first child?

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**.

Profile – Payment Methods (cont.)

Checking ...7890 ∧

Payment method successfully added.

Bank Account Type
Checking

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

Bank Account Number	**Confirm Account Number**
******7890	******7890

[Delete]

Delete Bank Accounts

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

PREMIER PROPERTY PAY™

Payment Methods

Collapse / Expand All

Checking ...7891 ∨

Checking ...7890 ∨

[Add]

Profile – Payment Methods (cont.)

- Click the **Delete** Button.

- Confirm by clicking **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.

Your Accounts

Test 1 - FIRSTTEST19 LASTTEST19 -1234567890000000000000001 ∨

Add
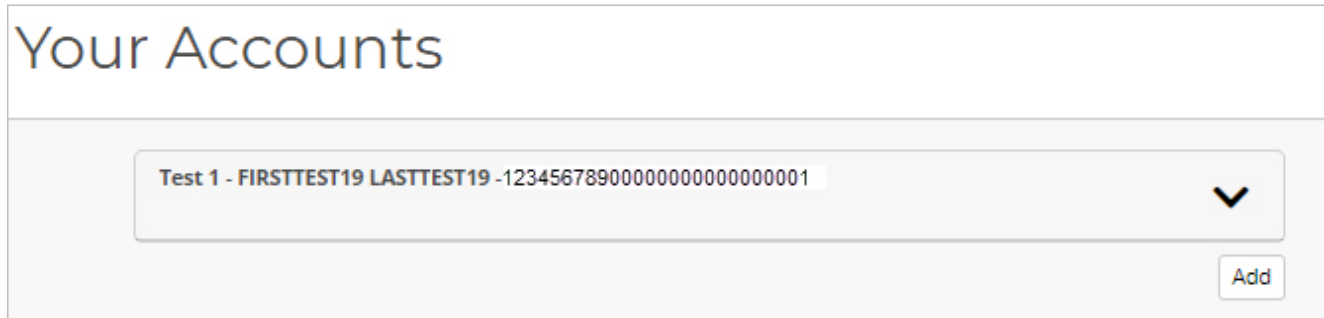
Add Billing Accounts

- 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.)

Your Accounts

Test 1 - FIRSTTEST19 LASTTEST19 -1234567890000000000000001 ∨

Add
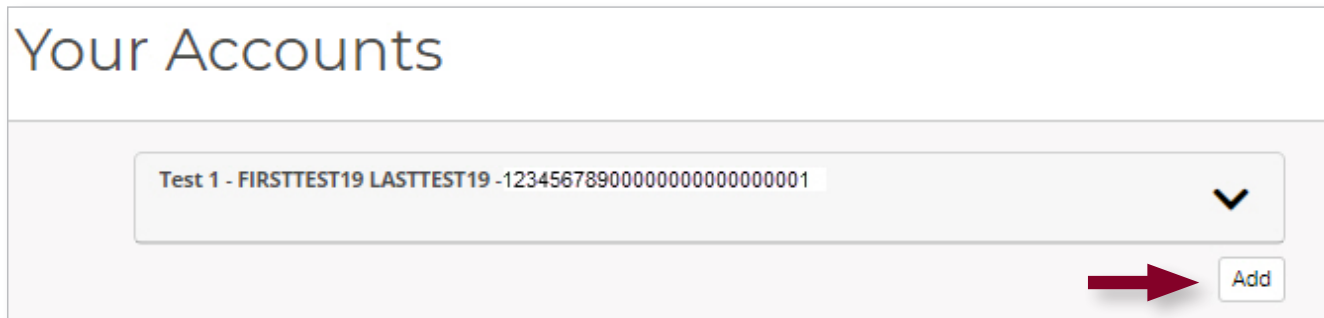
Profile – Billing Accounts (cont.)

- **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.**

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.
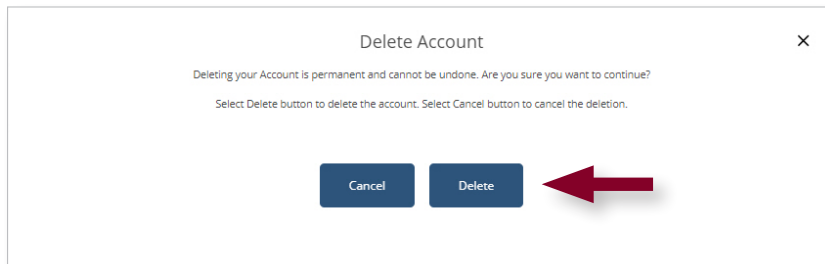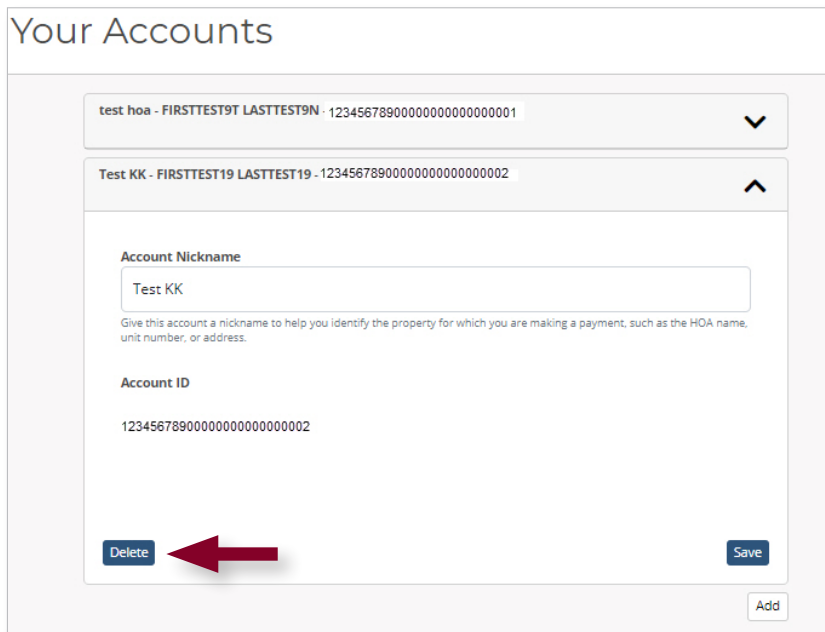
Profile – Notification Settings & Message Center

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.**

View System-Generated Emails

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

Profile – Delete Profile

A user profile can be deleted.

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

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.

- 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 Manangement 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
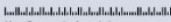
Account #

I'm not a robot

Submit

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   0000000123456789   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   517

HOA ID   987A

Account #   123456789

One-Time Payments (cont.)

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

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**.

One-Time Payments (cont.)

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

Total Amount of $2.12 ∧

Account Nickname

Test 1

Account

Payment Date

04/25/2024

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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COMMUNITY ASSOCIATION BANKING