

AMERICAN MANAGEMENT

OF VIRGINIA, INC

New Homeowner Notice

BILLING & PAYMENT OPTIONS

Dear Homeowner,

On behalf of the entire staff, it is with a great deal of pleasure that we welcome you. As a new homeowner, we ask that you please review the following information as this pertains to the way you make your payments.

ONLINE PAYMENTS

Through our payment portal, you can conveniently make one-time or scheduled payments online. Payments can be made by major credit and debit card or by e-check (ACH) from a bank account. Fees apply. As the **preferred way** of accepting payments, we invite you to get started by creating your account below.

login.clickpay.com/amv

- ① Click **Register** and then create your online profile with **ClickPay**
- ② **Connect Your Unit** using the requested information
- ③ Set up scheduled payments or make one-time payments



For help with your account, visit **ClickPay's** support center at **www.ClickPay.com/Help** for access to FAQ's, step-by-step walkthroughs, email and phone support, and live chat.

MAILING ADDRESS FOR PAYMENTS

If you choose to submit your payments by paper check, money order, or through your bank's Online Bill Pay feature, please send your payments to the address listed below:

P.O. Box 30401
Tampa, FL 33630

Checks should be made payable to the Association 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,
American Management of Virginia, Inc

ClickPay provides a convenient and secure way for you to manage and make your payments online. Get started by following the instructions listed below.

Step 1

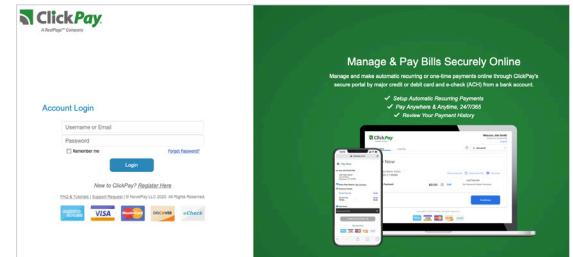
Creating Your Profile

Visit

Click **Register**, and then create your online profile.

? Account Already Exists?

If you receive a message stating that an account already exists, you have already been pre-registered. Click the link within the activation email sent to you or simply request a password reset link to gain you access to your existing profile.



Step 2

Connecting Your Property

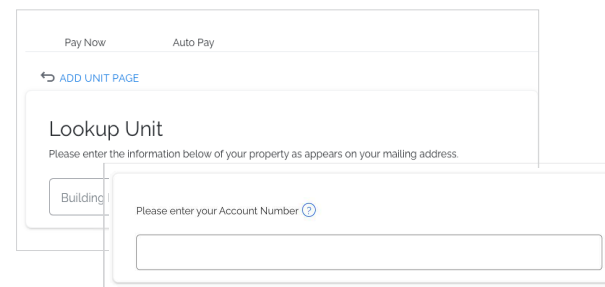
Add your unit(s) using the street address and zip code. You may be required to confirm the account number on your bill and the last name on the property agreement for verification.

? Last Name Entered Not Working?

Try the co-resident last name or if a business, the full name of the business associated with your unit.

! Direct-Debit Users

If you're looking to gain access to your existing ACH Direct-Debit profile transitioned to ClickPay, you will be required to verify your banking details associated with this schedule.



Step 3

Make a One-Time Payment

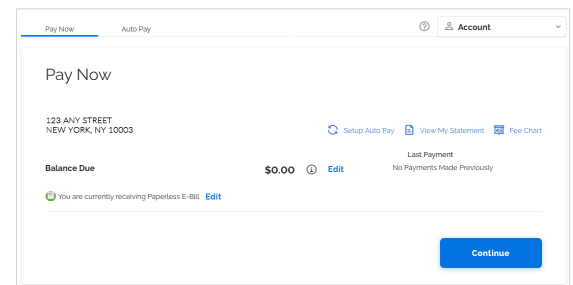
From the Pay Now screen, confirm your payment amount and then click **Continue**.

? No or Incorrect Balance Showing?

Click the 'Edit' link next to your balance and input the amount you would like to pay.

! Adding a Payment Option

When setting up one-time or automatic payments, you will be required to select a new or existing payment option. Payment options and applicable service fees vary by managing agent.



Step 4

Set Up Automatic Payments

From the home screen, click **Auto Pay** and then select your payment option, payment frequency and amount.

? Fixed Amount

Select this option if you want to pay a **FIXED amount** of the total due. Any amount due above the fixed amount will not be paid automatically and you will need to submit a separate, one-time payment for any overage.

? Full Amount

If available, select this option if you want to pay the **FULL amount** due on your account. This may also include any open, one-time fees.

- **Maximum Amount** - Some automatic payment configurations allow you to set a maximum. By selecting this option, your automatic payment will not withdraw above the limit set, no matter what is owed on your account.

HOW DO I REGISTER?

To register for online payments, please visit [www.clickpay.com](#) and click “Register”. If you received an email from ClickPay or your managing agent regarding this payment option, your account already exists and can be accessed by clicking the link emailed to you or by requesting a password reset email from the log in page.

HOW DO I ADD MY UNIT(S)?

After you create your profile, you will be required to link your unit(s) to your account using your street number and zip code. Your managing agent may also require you to enter the unique account number found on your billing statement or last name on the lease or property agreement. If you haven’t received your statement yet or do not know your account number, you can contact ClickPay or your property manager for assistance.

WHAT ARE MY PAYMENT OPTIONS?

Payments can be made online through ClickPay by e-check (ACH) from your checking or savings account, by credit card (Visa, MasterCard, Discover, and American Express) or by debit card (Visa Debit, Mastercard Debit, Discover Debit, and American Express Prepaid).

Payment options and applicable service fees vary by managing agent. To view the payment options and service fees applicable to you, visit the Fee Chart on your Pay Now page.

HOW DO I SET UP AUTOMATIC PAYMENTS?

If you’d like to have your payments withdrawn automatically, simply visit the Auto Pay tab in your account to get started. Select your payment method, the month you would like your payments to start, and the day/frequency for your payments. You can set up payments to run until canceled or have them run for any period of time.

Recurring payments can typically be set up as a **Fixed Payment** or for the **Full Amount** due.

HOW LONG WILL IT TAKE MY PAYMENTS TO SETTLE/DEBIT?

Payments made by e-check (ACH) before 9:00PM EST on any given business day will typically debit from your bank account and settle the following business day.

Payments made by debit or credit card can take 3-4 business days to settle depending on the date/time of the payment and the type of card.

WHAT IF I HAVE A QUESTION OR AN ISSUE?

For help with your account or setting up payments online, please contact us through our help center at www.ClickPay.com/Help, by email at support@clickpay.com or by phone at 1.800.533.7901 (option 1).