COWELL HOMEOWNERS ASSOCIATION, INC.

4498 Lawson Ct • 925-687-9961 • businessoffice@walnutcountry.com • www.walnutcountry.com

Making a One-Time Payment

Effective December 2020

Union Bank, the bank that the HOA uses for its operating and reserve accounts, recently updated its system. All owners were given new account numbers effective December 2020, which you should be able to find on your statements that are mailed out to all owners. These new account numbers are 8 digits in length and usually start with "00". If you cannot locate your account number for whatever reason, please email accounting@commoninterest.com for assistance.

To make a one-time payment online using your checking account or debit/credit card, first visit the following website: <u>www.hoabankservices.com</u>.

On the left side of the page, you will see a red button that says "Make Payment". Click that link:



You will then be taken to the "Make a Payment" page. Here, select the "Make a One-Time Payment" option in the center of the three columns. **You do not need to create an account to make a one-time payment.**

| site is compatible with Internet Explorer 10, Int | ernet Explorer 11, Microsoft Edge and Chrome™(latest version) | |
|---|---|---------------------------------------|
| Returning User | Make a One-Time Payment as a Guest | Register for an Account |
| orgot Password or Username Help | One-Time Payment Help | Registration Help |
| lisername | Make a quick one-time e-Check or Credit Card payment | r to: |
| ostinune | without registering for an account. | Set up recurring payments |
| Password | | View payment History |
| | | Save Property and Payment information |
| Forgot your passy | word? | |

Payments made Monday through Friday (excluding federal holidays) after 8 p.m. ET / 5 p.m. PT and between Friday 8 p.m. ET / 5 p.m. PT and Monday 8 a.m. ET / 5 a.m. PT will be processed the next business day.

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In the text box where it says Homeowner Association Name, type "Cowell" and then select the Find button.

| | ake a One-Time Payment | | | | Sign-in or Register | | |
|--|---|--|--|--|---|--|--|
| Property P | ayment | Authorize | Confirm | | | | |
| ind Your Propert | ty | | | | • | | |
| Indicates required | d fields. ation Name th | hen click Find. Clic | k <u>here</u> for an example | | | | |
| | Homeowner | Association Name | • * Please type at least 5 ch | aracters | Find | | |
| Continue by enter paying for and car Refer to the samp | ring your Hom n be located o ple coupon, to | neOwnerID/Accou on your coupon o o the right, or con | nt/Unit number. This number ide r statement which is assigned by tact your Management Compan | ntifies the property you are your Management Company. y if you are unable to locate. | Indexeer Association Name * ABC Association Indexeer Association Name * ABC Association Indexeer Association Name * 152544 Indexeer Association Indexe | | |
| | whor ID Accou | construction of the State Management of the | r* | | | | |

A new box will pop up displaying the full legal name of the Association. Click the text that says "COWELL HOMEOWNERS ASSOCIATION, INC. (Concord, CA)".

| * Indicates required fields. Type Partial Association Name then click | Find. Click her | e for an example | | | |
|---|-----------------|---|-------|---|--|
| Homeowner Associa | tion Name * | Cowell | | | Find |
| | Please se | ect your association | × | Association Name • | ABC Association |
| Continue by entering your HomeOw paying for and can be located on yo Refer to the sample coupon, to the | COWELL I | HOMEOWNERS ASSOCIATION, INC (Concord, CA) | | Daw Dow JUN 1, 2 After This JUN 10, 2 your Association alliminabilit | Amount Due XX 920.00 Atte Pay This Amount XX 930.00 Amount 6 |
| Homeowner ID,Account or (Assigned by Managem | | | nunue | | Cancel |

Managed by **Common Interest Management Services** 315 Diablo Road, Suite 221 | Danville, CA 94526 | 925-743-3080

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Then you will need to enter your new account number. This is an 8 digit number and should start with "00". You can find this number on a recent copy of your monthly statement sent from Common Interest. If you cannot find it, please email <u>accounting@commoninterest.com</u> and provide your property address so that they can look it up. Click Continue once you've entered your account number.

| | re for an example | |
|--|---|---|
| Homeowner Association Name * | COWELL HOMEOWNERS ASSOCIATION, INC (Concord, | CA) Find |
| Continue by entering your HomeOwnerID/Account/L paying for and can be located on your coupon or sta Refer to the sample coupon, to the right, or contact | Unit number. This number identifies the property you are Itement which is assigned by our Management Company. your Management Company u are unable to locate. | Homeower Association Name ABC Association Homeower Association Name Homeower Homeower Homeower Homeower Homeower Homeower Homeower Homeower Homeower Homeower |
| Homeowner ID,Account or Unit Number * (Assigned by Management Company) | 00 | |

The next page will ask you to confirm the Association name and your account number. If the information is accurate, click "Yes, Continue to Make a Payment".

| s this your property below? | | | |
|------------------------------------|-------------------------------------|-------------|----------------------|
| Homeowners Association | Management Company | HOA ID | Property Location |
| COWELL HOMEOWNERS ASSOCIATION, INC | COMMON INTEREST MANAGEMENT SERVICES | | Concord, CA |
| | | Yes, Contin | ue to Make a Payment |
| | | | |

And finally, you will need to type in the dollar amount you are wanting to pay and then selecting the payment method:

| HOA Payment | | | | | | | |
|---|---|--|-------------------------|------------------------|--------------------|---------------------|---------------------|
| Payment Amount * | \$0.00 | | | | | | |
| Please click your ap Payments made Mon a.m. PT will be proces | propriate paymo day through Frida ssed the next busi | ent type below: * / (excluding federal hol ness day. | lidays) after 8 p.m. ET | / 5 p.m. PT and betwee | n Friday 8 p.m. ET | 7 / 5 p.m. PT and M | onday 8 a.m. ET / 5 |
| | CREDIT/ | DEBIT CARD | | | E-CH | ЕСК | |
| | | | | | | | Cancel |

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