Payment Options

2024 package forms can be found on the website at https://sawcreek.org/plans/ under the Resource Center/Association Forms/2024 Assessment Information & Forms folder. The Mandatory Annual Member information form can be completed by using this link (https://sawcreek.org/memberform/.

Payment Options

- **Cash** – accepted in-office only.
- **Major credit cards -** are accepted at all locations and online. A 2.95%* <u>fee applies for all card transactions.</u> Online Property Pay link at https://sawcreek.org/pay-dues-online/   - *Subject to third-party rate changes.*
- **ACH Automatic Payment** - Online self-enrollment is available now! Please visit Property Pay at https://sawcreek.org/pay-dues-online/
- **Owner Portal**** - Residents still have the convenience of looking at account activity and balances 24/7, 365 days anytime, from anywhere by enrolling in the Owner Portal. Not enrolled yet? Request registration access at portal@sawcreek.org. - *** Portal payments are subject to third-party fees.*
- **E-Checks –** Accepted online Property Pay at https://sawcreek.org/pay-dues-online/ free when using this browser.
- **Check or Money Order by Mail** - Should be made payable to: **SAW CREEK ESTATES**.
  <u>Mail to Lockbox</u>: **PO Box 98458, Phoenix, AZ 85038-0458**
   Or use our drop box available at Member Services

Online Property Pay site can be accessed at the same location on the Saw Creek website, under the Resident Services tab, or by clicking this link https://sawcreek.org/pay-dues-online/. When selected, the user will be redirected to the First Citizens Bank site, our third-party payment processing provider. Please refer to the flyers below for step-by-step instructions on how to register for Property Pay and/or make one-time payments. <u>Hint:</u> You may want to save a new bookmark the first time you log in.

As communicated in your 2024 annual invoice package, the mandatory codes needed to make payments in Property Pay are below. To avoid entering these codes each time you must register for an account.

Management ID: **7553**
Association ID: **9417**
Property or Account Number: (Lot-Section) in the format **0000-0000** as found in your annual invoice.

Important Information

The 2024 Annual Assessment is due in full by January 15, 2024. The annual interest rate is 15%. All balances are subject to monthly interest and late fees. Returned payments unpaid are subject to a $38 insufficient funds fee (NSF). The balance forward reflects charges ¨<u>As of Date</u>¨ of the invoice and is subject to change. **Current balances must be satisfied in full to qualify for any 2024 payment plan options. Failure to keep your account balances current will result in fobs and gate card deactivation. Please note, that gate card re-activation is subject to a $25 fee per card.**

If you are experiencing financial hardship and would like to discuss your individual situation, please schedule an appointment by emailing us at accounting@sawcreek.org. Accounting hours for appointments are Monday, Wednesday, Thursday, and Friday, 9:00 am-4:00 pm. We will be happy to assist you! For any other questions about your invoice please contact us at 570-588-9329.

Sincerely,
Accounting Department Team

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

EQUAL HOUSING LENDER

Member **FDIC**

COMMUNITY ASSOCIATION BANKING

One-Time Assessment Payments with Property Pay

Making a one-time payment is easier with our online payment option, Property Pay. Payment options include check and card.

Make a payment

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

Property details

- Enter the required property information.
- Select either Pay by eCheck or Pay by Card. Fees may apply.

Payment details

- Enter your payment information.
- Select the I Agree checkbox in the payment summary.
- Select the Next button to continue.

Verify payment

- Review your payment details.
- If you need to make a change, select Edit to return to payment details or the property section.
- Select Cancel to delete all the information and start over.
- If all the information is correct, select the Submit Payment button.

Next, you will see the Payment Confirmation, which includes:

- Payment confirmation number.
- Email address where the payment confirmation will be sent.
- Option to print or cancel the payment, if needed.

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.

Payments submitted prior to 9 p.m. ET Monday through Friday, excluding holidays, are processed the same day. Our customer service team is available to assist users with navigating Property Pay at 866-800-4656 or servicepropertypay@firstcitizens.com.

Learn more at firstcitizens.com/cab

EQUAL HOUSING LENDER

Member FDIC