COMMUNITY ASSOCIATION BANKING

Make amenity payments with Property Pay.

Purchasing amenities such as pool keys, access cards and parking passes is easy with our online payment platform, Property Pay. Payment options include eCheck or card.

1. Purchase amenities

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

2. Property details

- Enter the required property information.
- Property details can be found on your statement or payment coupon.
- Select Amenity Payment.

3. Amenity details

- Choose the category and amenity you want to pay from the drop-down options.
- Select the quantity you want to purchase.
- You can include a note with your purchase if applicable.
- Select either Pay by eCheck or Pay by Card. Fees may apply.

4. Payment details

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

5. 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.

6. Confirm payment

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

- Payment confirmation number.
- Email address where the payment confirmation will be sent.
- You will receive a payment confirmation email for your records.
- Select OK.
- Your community association will provide details on delivery of the item purchased.

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