

CONVENIENT PAYMENT OPTIONS

(listed in order of preference)

OPTION #1: ACH/RECURRING AUTOMATIC DRAFT (for monthly assessments)

- The draft is for the current monthly assessment only (past due fees cannot be drafted). This draft will continue until you notify our office, in writing, to cancel it. You will not need to worry about renewing it each year, as it will renew automatically. If your monthly assessment changes, you will receive a notice before the new amount is drafted.
- The draft is done on the 5th of each month, or the following Monday if the 5th falls on a weekend. This date cannot vary or be altered.
- Log on to www.cmctx.com to obtain an ACH Authorization Form. Select "OWNER SERVICES" and print the "Maintenance Fee Auto-Debit Application" pdf. If we receive your application by the 30th of the month, your draft will begin on the following month. You may return the application via mail, fax or email to cdouglas@cmctx.com.

OPTION #2: ONLINE PAYMENT VIA ECHECK OR CREDIT CARD

- Set up a one time or recurring payment using eCheck, MasterCard, Visa, American Express or Discover
- Log in to www.cmctx.com and select "OWNER SERVICES" option and choose your preferred method of payment: "One Time Credit Card Payment", "One Time eCheck Payment" or "Recurring Payments" (There is a \$14.95 convenience fee and a \$3,000 maximum per transaction, if you pay via a credit card, while the eCheck is free of charge)
- Type the first few letters of your association name (not Creative Management) and click "Find". Follow the instructions on the screen. You will need a login ID to set up an online payment which can be obtained by selecting the "Register Now" button and completing the form.
- Recurring payments are good for only one year, and you must renew annually. This cannot be set up on a credit card. If your assessment changes, you will be required to log on to your account and make the necessary changes. Failure to renew or to make timely changes may result in late fees being assessed. This is your account. Creative Management Company does not have any access or management controls on your account.

OPTION #3: US MAIL / LOCKBOX

- You write a check, enclose the coupon, and mail it in every time your assessment is due. Be sure to write your account number on your check, as well. To avoid a late fee, please allow 7 to 10 business days for the check to reach our processing center (SmartStreet) by the 1st day of each month.
- Write a check payable to your homeowner association's full name (not Creative Management Company), as it is written on the coupon, and mail it along with your payment coupon to our processing center:

The Name of Your Association
c/o Creative Management Company
P.O. Box 105007
Atlanta, GA 30348-5007

- *Payments received without a coupon will experience a delay in processing.* If you need a payment booklet, please contact our office at 713-772-4420 x 104 to order a booklet.

OPTION #4: BILL-PAY SERVICE OFFERED BY YOUR BANKING INSTITUTION

- Set up your homeowners association as a payee with the bill-pay service offered by your personal banking institution. Please complete your bill-pay setup exactly as follows:

Payee: The Full Name of Your Association (not Creative Management)
Address Line 1: c/o Creative Management Company
Address Line 2: P.O. Box 105007
City, State, Zip: Atlanta, GA 30348-5007
Account Number: Your 12-digit account number, no spaces or dashes

- Please note that many banking institutions and credit unions do not have the option of electronic payment, at this time, i.e. they still mail a payment on your behalf.
- Although the banking institution withdraws the money from your account when they mail the check, that does not mean for certain that it has been received by our processing center. Payments will be credited to your account when received, not when the check is dated, post marked or withdrawn from your account. To avoid a late fee, please allow 7 to 10 business days for the check to reach our processing center (SmartStreet) by the 1st day of each month.