

IMPORTANT NOTICE – POLICY CHANGE

Effective December 15, 2017, Alliant will no longer accept any owner maintenance fee payments here at the Alliant office, either in person or through the mail. Your 2018 Coupon Book has instructions on how you may choose one of three (3) ways to pay. If you are using your bank's Bill Pay feature, you need to make sure the information – account number - from the coupon book is entered into your bank's system for your payment.

In addition, you have the option to make your payment at any BB&T Branch with your coupon. Write your account number on your check. Your personalized account number is the only way the payment will get posted to your account. If you have more than one account, be sure to write each account number on your check(s) so that the payment is applied correctly.

Do not drop off or mail payment directly to Alliant. Doing so may delay the posting process and may result in late fees on your account.

Payment Options for Owners

1. **Check** – always payable to the association. It is best to send the coupon with the check. If you do not have a coupon or invoice please note the exact address you are sending the fees in for on the memo line (and the name the unit is in if you are sending in a payment for someone else.)
2. **ACH** – Automatic withdrawal. Sign up by sending in the certificate found in the coupon book. The certificate or form sent to you by Alliant needs to be completed, signed, and must be accompanied by a voided check and mailed to BB&T Association Services. Please follow the instructions on the form. There is no cost for this and when your fees change from one year to the next it automatically changes.
3. **Bill Pay** – This is a service that you have with your bank (done online). It is best if you have a coupon for the information. The Bill Pay number on the top of the coupon and is exclusive to BB&T Association Services and needs to be on the check. Use the address on the coupon (P.O. Box in Orlando) with the Bill Pay number and the serial/unit number when sending in your payments to BB&T Association Services. There is usually no fee with this service – you will need to verify with your bank. You need to change the amount each year if applicable.
4. **Credit Card** – To use your credit card for one-time payments you may use one of two options:
 - a. **www.alliantproperty.com** – At our website there is an “Online Payment” button. Click on this and then enter the first 5 letters of your association. (If your association begins with “The” use the next 5 letters). Your exact association name is on the coupons or invoice sent to you. The next step is signing in or creating a log in. If you have your unit account number, it will help you find your account faster. Follow instructions from there. There is a fee for this service and they do offer setting up recurring payments for a fee. Keep in mind that if you use this for recurring payments when your association fees change these do not.
 - b. **www.bbt.com** – On the BB&T website click on the Business Tab. Put your cursor over the Cash Management tab and click on the far right where it says Homeowner payments through association services (or go to: <http://www.bbt.com/bbtdotcom/business/cash-management/association-services/homeowner-payments-through-association-services.page>). In the middle of this page click on the yellow button “Pay Now”. This page gives you several options. One-time online payment options do have a fee. You may also sign up for ACH’s here.

Tips: Always have an Account or Unit number on your check.

Always make the check payable to your association.

If you are paying for someone else, make sure the address and their name is on the check.

If you own two or more units, you need to send a separate check for each with its coupon.