

MUTUALPAYSM PROPERTY PAY



Management ID: 0514 Association ID: 0584

> Making a one-time payment through Mutual of Omaha Bank is now easier with our payment site, Mutual Pay Property Pay website.

PAYMENT OPTIONS INCLUDE:

- Check
- Visa®
- Mastercard®
- Discover®
- American Express®

MAKE A PAYMENT

- Go to mutualpaypropertypay.com
- Select the **Pay Now** button
- Review and agree to the Terms & Conditions by selecting Yes

PROPERTY DETAILS

- Enter the required property information
- Select either Pay by Check or Pay by Card

PAYMENT DETAILS

- Enter your payment information
- Select the **I agree** check-box 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** button

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

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

PAYMENT TIPS

- Select the **help** icon for more information on what is required for each field
- The maximum payment amount is \$50,000
- The payment summary lists the payment amount, convenience fees, if any, and a total amount paid

Payments submitted prior to 8:00 pm CT Monday through Friday, excluding holidays, are processed the same day.

MutualPaySM | PROPERTY PAY

Mutual of Omaha Bank

Frequently Asked Questions

Q: What happens if I'm a registered user?

A: There are no changes at this time for registered users. Registered users can continue to sign in, make payments and view payment history on mutualofomahabank.com. If a registered user wants to use MutualPay Property Pay, they will be able to make a one-time payment; however, payment history details will not be available.

Q: Can I pay with a card or with Check?

A: Yes, you can choose to pay with either a card or check. Once the property details have been entered, simply select the payment option you prefer. If you change your mind, click the back option at the bottom of the page to select a new payment option.

Q: How do I mail a payment?

A: The address for payments can be found on the statement or payment remittance coupon from your property management company.

Q: Where do I find the PMC, Association or Property ID?

A: The Management Company ID, Association ID and Property ID are typically printed on the remittance coupon or statement. Select the help icon  for additional assistance.

Q: When will my payment be processed? What happens on weekends or holidays?

A: Payments submitted prior to 8:00 pm CT, Monday through Friday are processed the same day. Payments received after that time, on a weekend or a bank holiday will be processed on the next business day.

Q: What if I need to cancel a payment that was submitted today?

A: If you submitted your payment, please call Mutual of Omaha Bank Customer Service prior to 8:00 pm CT time on the same day the payment was submitted for assistance with cancelling a payment at 866-351-5646, option 1.

Q: What if I have more than one property?

A: Simply start the process over by selecting Pay Now to make a payment for another property.

Q: What is the maximum payment amount?

A: The maximum payment amount for any one payment is \$50,000. Multiple payments can be made if the payment amount is greater than \$50,000.

Q: Who can I call for assistance or if I have questions?

A: Our customer service team is available to assist users with navigating MutualPay Property Pay at 866-351-5646, option 1.