

Online Payments via TownSq FAQ's

How can I pay online?

	E- Check	Credit Card
What it is	Homeowner provides <i>bank</i> information online (TownSq)	Homeowner provides <i>credit card</i> information online (TownSq)
Benefits	Processing of payments is controlled by Homeowner	
Costs	<ul style="list-style-type: none"> • Associa is the technology facilitator of the payment process • <i>Bank</i> information is stored by a third party vendor that is PCI compliant • <i>Additional processing fee is assessed</i> 	<ul style="list-style-type: none"> • Associa is the technology facilitator of the payment process • <i>Credit card</i> information is stored by a third party vendor that is PCI compliant • <i>Additional processing fee is assessed by the credit card company</i>

Why am I charged a fee for paying assessments via TownSq?

- Associa is the managing agent that facilitates payments between the homeowner and the association. Associa provides a technology solution for this payment process and any fee charged to the homeowner is an online technology convenience fee that covers the cost to create and maintain this technology.
- Associa is not PCI compliant and so we must pay a fee to a third party data host that has this compliance designation.
- Some retailers or businesses build these fees into their pricing structure so the cost is, essentially, less visible to the customer. By only charging these fees to clients who choose to pay via TownSq, it prevents Associa from raising overall management fees that would impact all clients no matter their payment method.*

What is PCI Compliance?

- The Payment Card Industry Data Security Standard (PCI DSS) applies to all companies that accept credit card payments. If a company intends to accept card payments, store, process and transmit cardholder data, that data must be hosted securely with a PCI compliant hosting provider.

Are there any payment options that don't include online fees?

Yes, Associa does offer payment methods that do not include these online technology convenience fees:

1. **Physical check/lockbox payment-** Homeowner mails a physical check to specified address.
2. **ACH payment-** Homeowner fills out a form with bank account information so assessments are automatically withdrawn.

*Your community's Board of Directors has the option to build the online technology convenience fee into assessments for all owners or only bill owners who use the online payment option.