

Premier Property Pay

Homeowner/Renter User Guide



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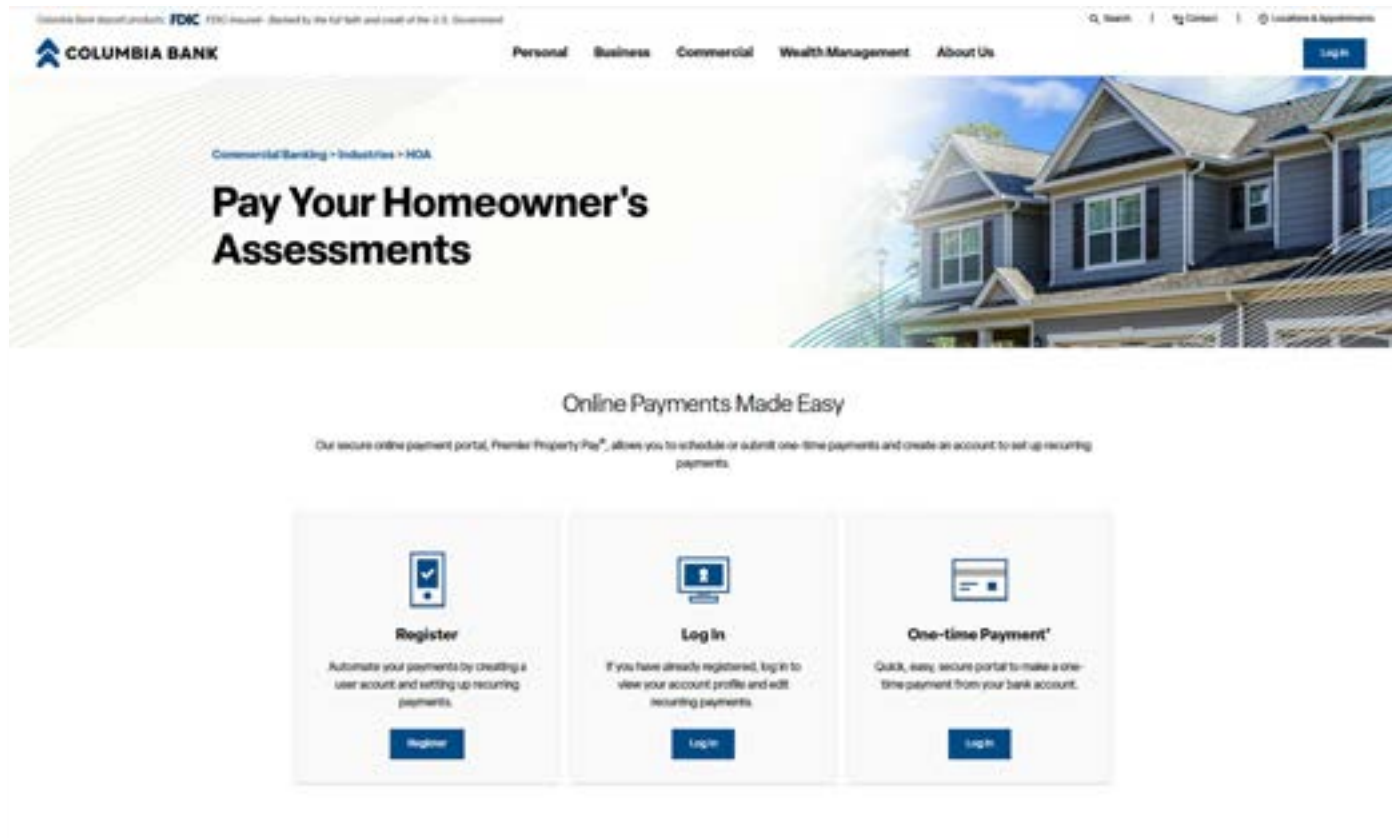


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Premier Property Pay URL

Premier Property Pay is directly accessed at: www.columbiabank.com/HOA-Payment.



When you enter the site, choose what you would like to do:

- [REGISTER](#) a NEW Account
- Make a [ONE-TIME Payment](#) without registering
- [LOG IN](#) to an existing account

How to Register

Registered users can sign up for automatic payments, make one-time payments, access payment history, and access all site features, including the ability to pay for multiple properties from a single username and password.

- To Register as a NEW USER, click **Register Now**.
- Note: if this is your first time to register, DO NOT type a Username or Password on this screen. You will be prompted to create a username and password later in the registration process.

PREMIER PROPERTY PAY™

Sign In or Register

Please enter your Username and Password to securely log in and access your account. If you do not have an account, click Register Now to create one.

Username

Username created at registration

Password

Password created at registration

Login

[Forgot your password?](#)

Register Now ←

How to Register (cont.)

- **Account Nickname:** Give your property account a “nickname” to easily identify it.
- **Account ID:** Enter the [26-character Account ID](#) provided by your Management Company. SEE SAMPLE OF HOW TO LOCATE THIS FROM A COUPON OR STATEMENT.
- **Property ZIP Code:** Enter the Property ZIP Code, where the property is located.
- Click **Next**.

New User Registration

Accounts Security Profile Payment Methods

Account Nickname
Johnnie
Give this account a nickname to help you identify the property for which you are making a payment, such as the HOA name, unit number, or address.

Account ID
Account ID
Next assistance locating your Account ID Click on the Tutorial for instructions.

Property ZIP Code
5 Digit ZIP Code
Enter the five-digit ZIP code of the property for which you would like to make a payment.

Cancel Next

How to find and enter required information for the Account ID field:

| Number | Account Number | Date Due | Amount Due |
|--------|----------------|------------|------------|
| 0001 | 123456789 | 01/01/2023 | \$550.75 |

Make Check Payable To: The Name of Your Community Association
IF RECEIVED after: 01/16/2023
Pay This Amount: \$570.75

Amount Paid \$ _____
Check # _____

0517 00987A 000000123456789 Your Name 055075 8

Management Company ID HOA ID Account #

Using your payment coupon, locate the Management Company ID, HOA ID, and Account Number, as shown above.

Enter all of the alphanumeric characters in the Account ID field with no spaces or extra characters. Your entry should be a total of 26 characters.

How to Register (cont.)

- Fill in the Personal Information below, choose and answer 2 different challenge questions, then click **Register**.
- Your password must be 6-16 alphanumeric values and contain at least one digit with uppercase and lowercase letters. It should NOT contain special characters.
- Challenge question answers are case-sensitive.

PREMIER PROPERTY PAY™

New User Registration

Progress: Personal Information (Active) | Account Information | Challenge Questions

Personal Information

First Name:

Last Name:

email:

Phone: Enter your 10 digit phone number.

Account Information

Username:

New password: Enter new password

Confirm new password: Confirm new password

Your Password must be between 6 and 16 alphanumeric values and contain at least one digit with upper and lower case letters.

Challenge Questions

Question 1: Please select a question:

Answer 1: create your answer

Question 2: Please select a question:

Answer 2: create your answer

You may be asked to answer one or more of these questions to protect your right information and verify your identity.

Buttons: Cancel | Previous | **Register** (indicated by a blue arrow)

Congratulations! You are now registered with Premier Property Pay.

You will now be prompted to enter your payment method, or you can choose to **Skip to Login**.

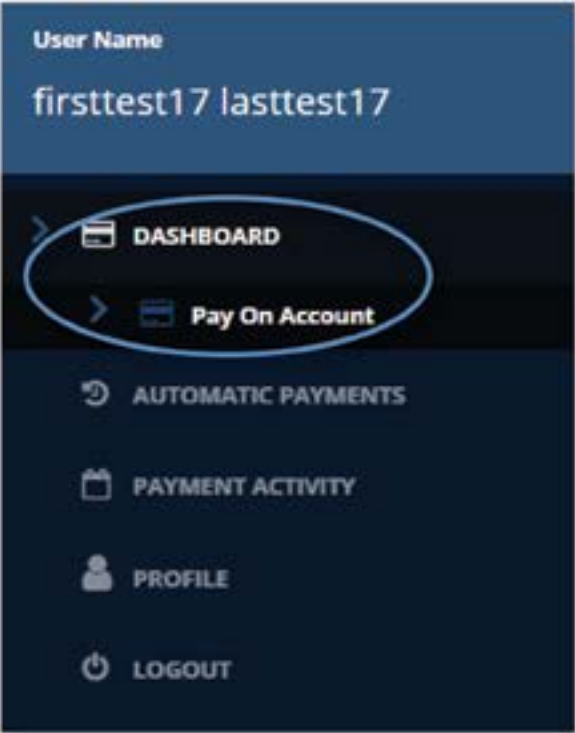
Payment Method Setup at Registration

After initial registration, to make payments via a checking or savings account, add your payment information as indicated and click **Submit**. You can also choose to **Skip to Login** and add your payment method later.

The screenshot shows the 'PREMIER PROPERTY PAY™' New User Registration page. At the top, there is a progress indicator with three steps: 'Account', 'Security Profile', and 'Payment Methods'. The 'Payment Methods' step is currently active. A green message box states 'Registration Complete! Thank you for your registration.' Below this is the 'Add Payment Method' form. The form includes a dropdown menu for 'Bank Account Type' set to 'Checking', and four text input fields: 'Name on Account', 'Bank Routing Number', 'Bank Account Number', and 'Confirm Account Number'. At the bottom of the form are two buttons: 'Skip to Login' and 'Submit'. A blue arrow points to the 'Submit' button.

Dashboard

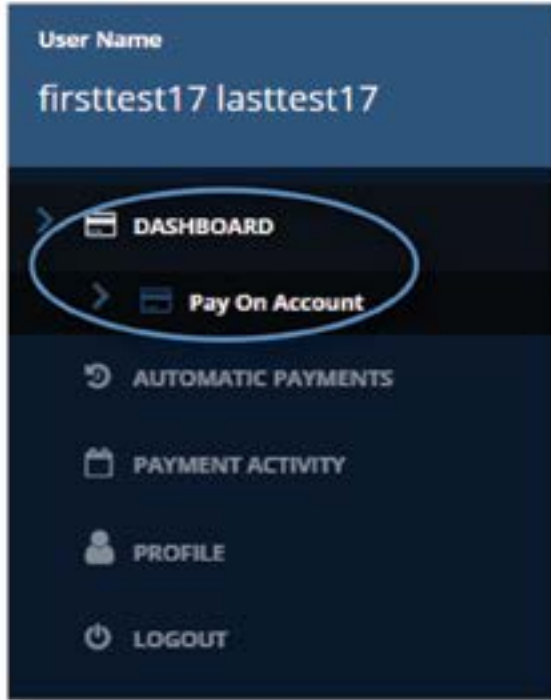
The Dashboard features allow you to quickly access the one-time payment feature by clicking **Pay on Account**. The dashboard menu also allows you to set up and review **Automatic Payments**, review your **Payment Activity**, access your **Profile** for Premier Property Pay, and **Logout**.



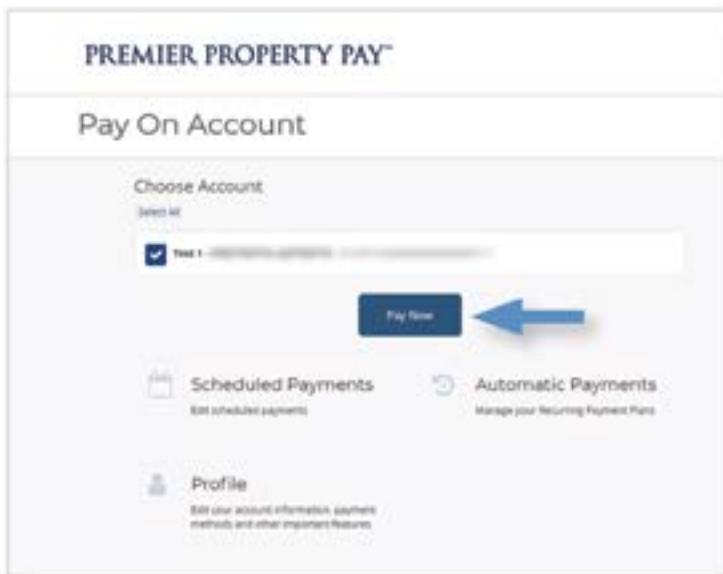
One-Time Payment

The **Pay on Account** menu from the Dashboard allows easy access to make a **one-time** payment while registered and logged in to Premier Property Pay.

- Click **Dashboard** on the menu to the left.



- Click on the **Pay Now** button to open a **one-time** payment session.



One-Time Payment (cont.)

Account

Account # [masked]

Account Name
FIRSTTEST19 LASTTEST19

Email Address [input field] Amount Due
\$2.12

HOA Name
Sunnyside Townhomes Property Management Company Name
Management Company

Property Management Company Phone Number
123-456-7890

Next

- Enter your email address if blank, then click **Next**. You'll have the opportunity to enter the payment amount on the next screen.
- Note: The Amount Due reflected is not a live feed. Please refer inquiries for amounts due to the Management Company for the property.

- Enter the payment amount and payment date. This **one-time** payment can be future dated up to 6 months.
- Check the box next to your payment method.
- Click **Next**.

Payment

Total Amount of \$2.12

Payment Amount
2.12 Payment Date
04/23/2024

ADD A NEW PAYMENT METHOD

Checking - 7890

Previous Next

One-Time Payment (cont.)

- Review the summary, and if everything is correct, click **Pay**.

Total Amount of \$2.12

Account Nickname
Test 1

| | |
|--|---|
| Payment Date 04/19/2024 | Account 12345678900000000000000001 |
| Customer Name FIRSTTEST19 LASTTEST19 | Email Receipt to test@email.com |
| Payment Type Direct Payment | Amount Due 2.12 |
| HOA Name Sunnyside Townhomes | Property Management Company Name Management Company |

Property Management Company Phone Number
123-456-7890

Payment Method
Checking ...7891

| | |
|---------------------------------------|----------------------|
| Payment Amount \$2.12 | Fee \$0.00 |
| Total Payment Amount \$2.12 | |

By clicking Pay, I authorize the above named HOA to electronically debit my account ending in 7891, for a payment of \$2.12, on or after 04/19/2024.

[Previous](#) [Pay](#)

- You will see a Success screen and receive a confirmation via email after submitting the payment.
- The email will contain a unique Transaction ID number.

Automatic Payments – Add New Recurring Payment Plan

AUTOMATIC PAYMENTS are payments set up to recur without having to take any additional action.

- Click on **AUTOMATIC PAYMENTS** on the menu to the left. Then click **Add a Plan** to create a new Recurring Payment Plan enrollment.



Automatic Payments – Add New Recurring Payment Plan (cont.)

- Check the boxes next to your HOA account, your payment method and Recurring.
- Fill out the required fields.
 - **Payment Amount:** enter the recurring amount you want to pay.
 - **Payment Frequency:** Choose the frequency from the drop-down list.
 - **First Payment Date:** Choose your first payment date. All subsequent payments will begin processing out on that day. (Ex. For monthly, if 2/27/2024 is chosen, your payments will process on the 27th for each month. If the 27th falls on the weekend or holiday, your payment will begin processing on the next available business date. You may choose a recurring plan start date to be within 365 days of the entry date.)
 - **Making payments until a specific date** allows you to decide when the current payment plan ends and the last payment is drafted. This is an optional field.
- Click **Next**.

New Payment Plan

Test 1 - FIRSTTEST19 LASTTEST19 -

ADD a new payment method

Checking ...TEST

Payment Method

Recurring
Pay a fixed amount on a regular schedule

Payment Amount
2.12

Payment Frequency
Monthly

First Payment Date
05/01/2024

Make payments until a specific date
Un-checking the box will make payments until the plan is manually cancelled.

Amount Due
\$2.12

HOA Name
Sunnyside Townhomes

Property Management Company Name
Management Company

Property Management Company Phone Number
2221234567

[Back](#) [Next](#)

Automatic Payments – Add New Recurring Payment Plan (cont.)

Confirm Payment Plan

- Review and if ready, click **Authorize**.

Confirm Payment Plan

Account

Test 1 - FIRSTTEST19 LASTTEST19

Payment Method

Checking ...7891

Payment Method

Recurring
Pay a fixed amount on a regular schedule

Payment Amount
\$2.12


Payment Frequency
monthly

First Payment Date
04/25/2024

Last Payment Date
Until cancelled

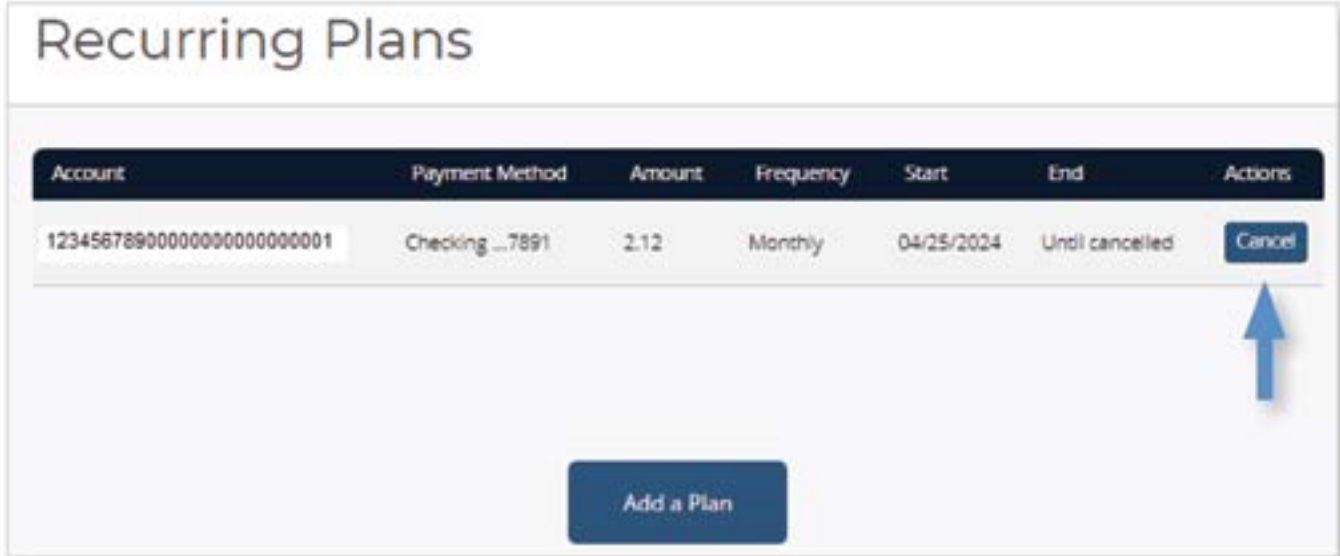
| | |
|---|---|
| Amount Due 2.12 | HOA Name Sunnyside Townhomes |
| Property Management Company Name Management Company | Property Management Company Phone Number 123-456-7890 |

I authorize the HOA indicated above to debit the account indicated in this web form, for the noted amount on the schedule indicated. I understand that this authorization will remain in effect until the schedule end date, or until I login to the website and cancel the recurring transaction. If the above noted payment date falls on a weekend or holiday, I understand that the payment may be executed on the next business day. I understand that because this is an electronic transaction, these funds may be withdrawn from my account each period as soon as the above noted first payment date.

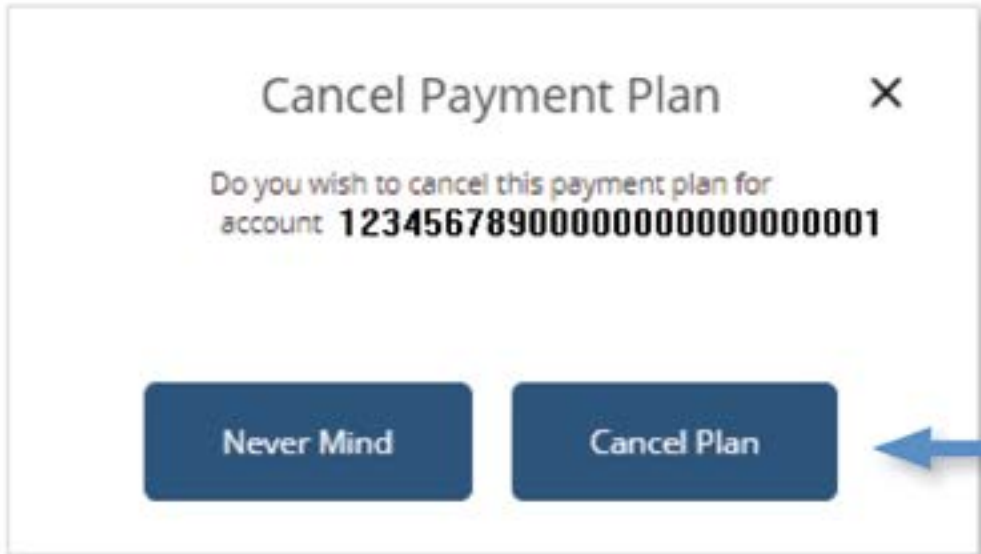
[Back](#) [Authorize](#) 

Automatic Payments – Cancel Recurring Payment Plan

- To cancel the full recurring payment plan, go to **AUTOMATIC PAYMENTS** in the left menu and click **Cancel**.

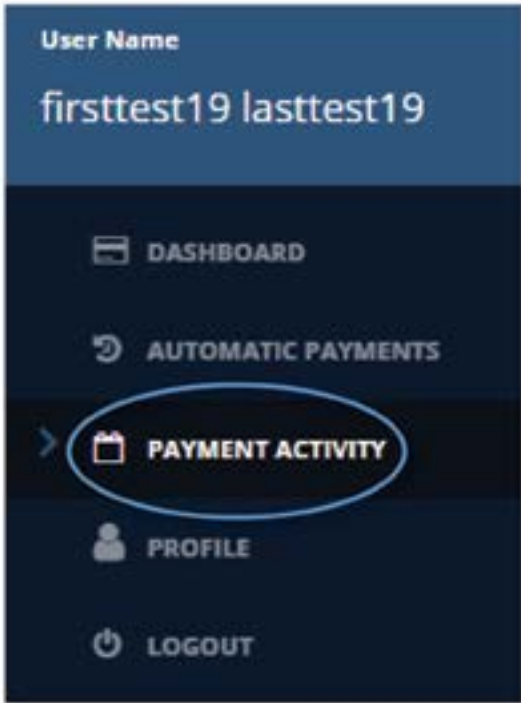


- Complete the cancelation by clicking **Cancel Plan**.




Payment Activity – View Scheduled Payments

- Scheduled one-time and recurring payments can be viewed on the **Payment Activity** screen. Recurring payments are identified with the circle arrows.



Payment Activity

Scheduled Payments

| Payment Date | Status | Reference # | Total Payment Amount | Actions |
|--------------|-----------|--|----------------------|---------|
| 04/25/2024 | Scheduled | B2411065975647 | \$2.12 | Cancel |
| 05/01/2024 | Scheduled | B2411065975621  | \$2.12 | Cancel |

Payment Activity – View Payment History

Exporting Payment History

- Review and if ready, click **Authorize**. The payment history displayed can be exported by selecting **Exporting Payment History**.

Search Payment History by Date

- Search Payment by by a range of dates by clicking on the **From Date** and **To Date** fields.

The screenshot shows the 'Payment History' interface. At the top right, there is a button labeled 'Export Payment History' circled in blue. Below the title, there are two search filters: 'From Date' and 'To Date', each with a text input field and a refresh icon. The main content is a table with the following data:

| Payment Date | Status | Reference # | Total Payment Amount | Actions |
|--------------|-----------|----------------|----------------------|---------|
| 09/30/2024 | Cancelled | B2408864718020 | \$2.12 | |
| 05/01/2024 | Cancelled | B2411065975294 | \$2.12 | |
| 04/30/2024 | Cancelled | B2410865911644 | \$2.00 | |

Payment Activity – Cancel One-Time/Scheduled Payment

- To cancel a **scheduled one-time payment**, go to Payment Activity and click **Cancel** next to the one-time payment.

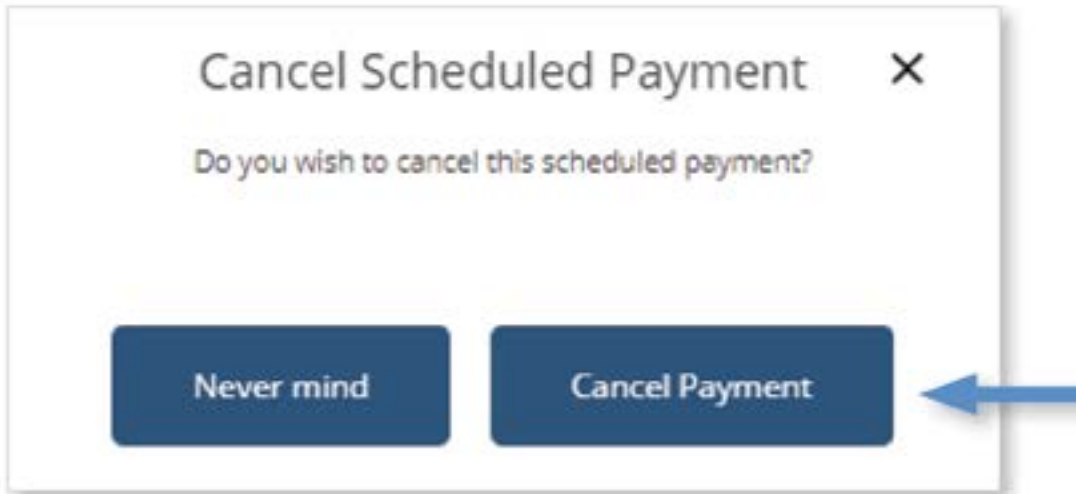
The screenshot shows the 'Payment Activity' interface with the 'Scheduled Payments' section. It features a table with the following data:

| Payment Date | Status | Reference # | Total Payment Amount | Actions |
|--------------|-----------|----------------|----------------------|---------|
| 04/25/2024 | Scheduled | B2411065975647 | \$2.12 | Cancel |
| 05/01/2024 | Scheduled | B2411065975621 | \$2.12 | Cancel |

A blue arrow points to the 'Cancel' button for the first row (04/25/2024).



Payment Activity (cont.)

- Complete the cancelation by clicking **Cancel Payment**.



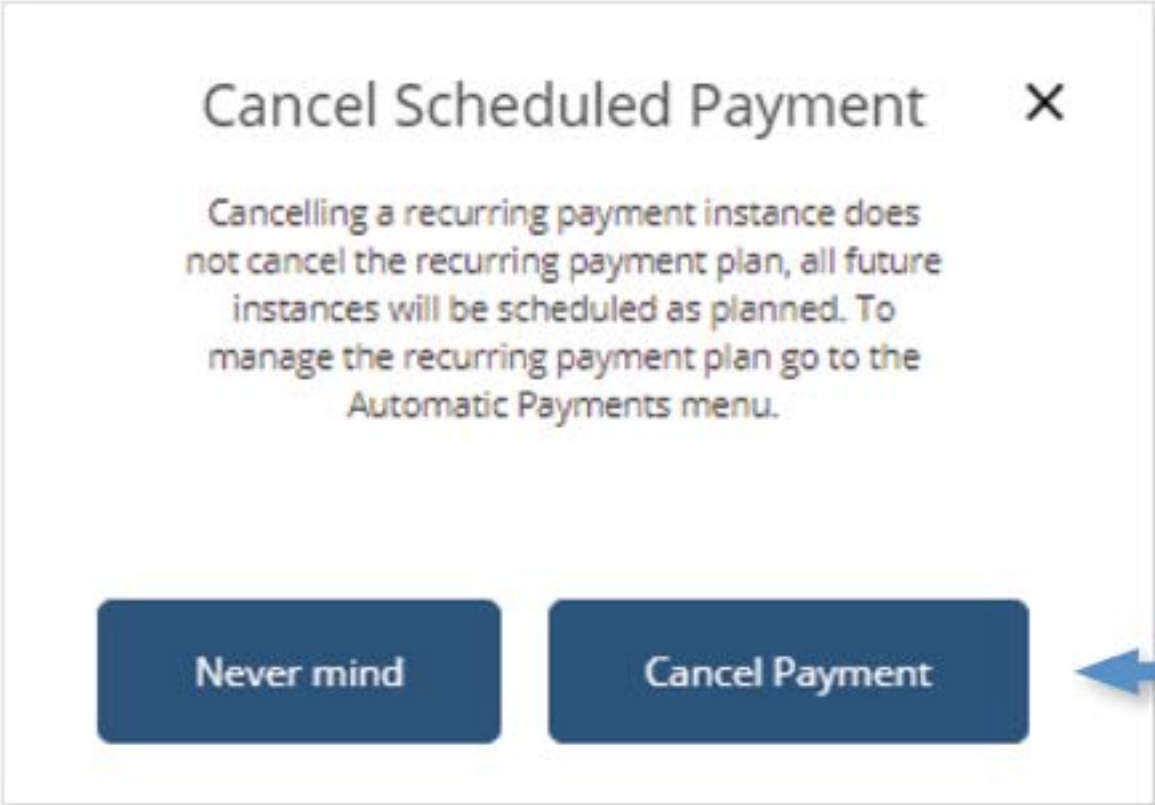
To cancel the next **recurring payment**, go to Payment Activity and click **Cancel** on the recurring payment. Canceling a payment under the Payment Activity screen only cancels the payment selected and does not cancel other future instances that may be remaining in the recurring payment plan. To cancel a recurring payment plan entirely, go to Automatic Payments on the dashboard.

The screenshot shows the "Payment Activity" screen with a sub-section for "Scheduled Payments". It contains a table with the following data:

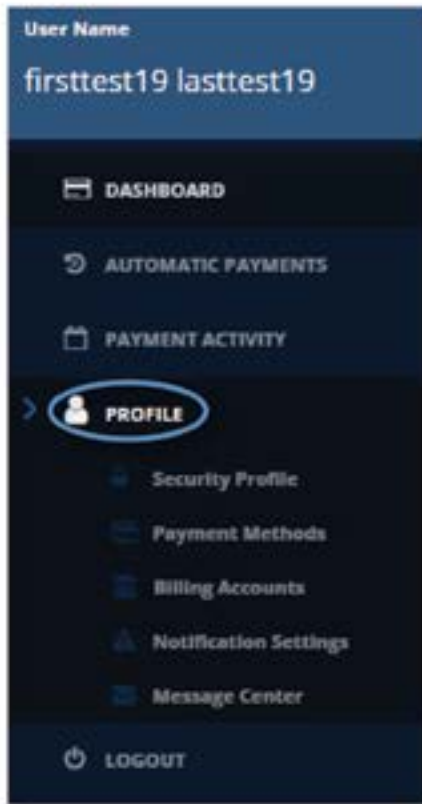
| Payment Date | Status | Reference # | Total Payment Amount | Actions |
|--------------|-----------|--|----------------------|---|
| 04/25/2024 | Scheduled | B2411065975647 | \$2.12 | <input type="button" value="Cancel"/> |
| 05/01/2024 | Scheduled | B2411065975621  | \$2.12 |  <input type="button" value="Cancel"/> |

Payment Activity (cont.)

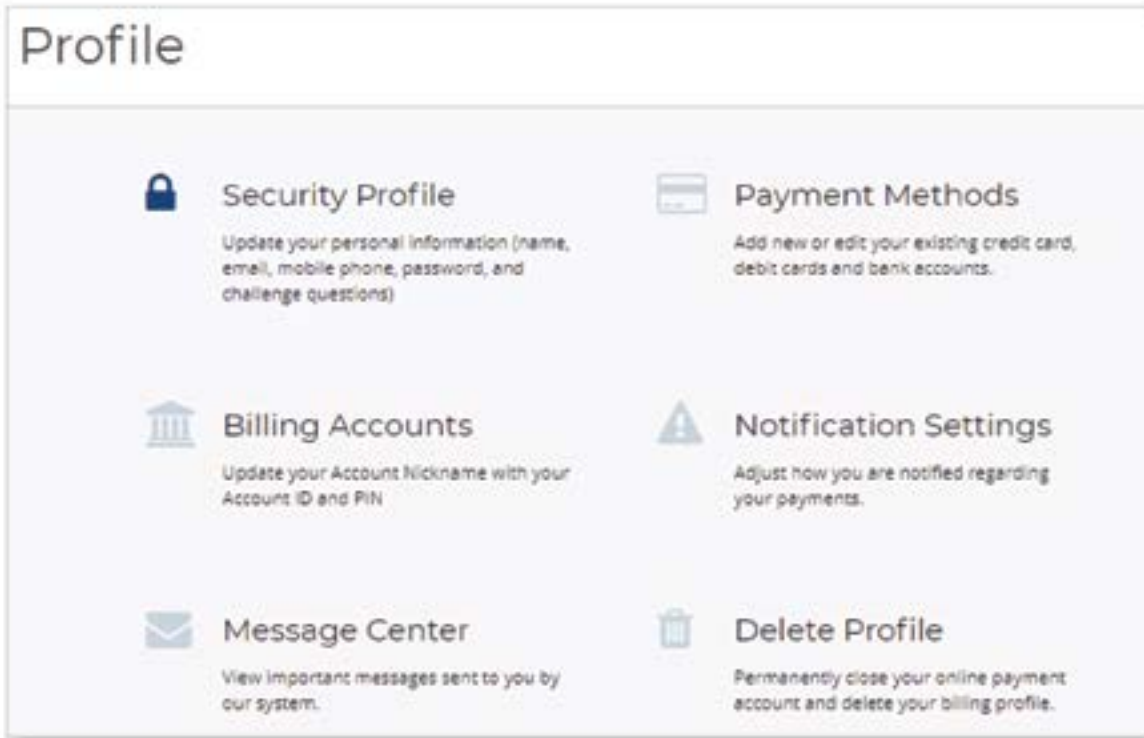
- Complete the cancelation by clicking **Cancel Payment**.



Profile



Profile settings are accessible from the **PROFILE** menu option on the left or on the main page.



Profile – Security Profile

- View and change **Personal Information**, **Password**, or **Challenge Questions** on the Security Profile screen and click **Save or Update** to confirm.

Security Profile

Personal Information


| | |
|----------------------------------|--------------------------------|
| First Name firsttest19 | Last Name lasttest19 |
| email e***@email.com | Phone 123-456-7890 |

Save Personal Info

Clicking on Save Personal Info will update the email(s) and phone number(s) of the account(s) the user manages.

Password reset

Password
Current password
Password created at registration

New password 
Enter new password

Confirm new password
Confirm new password

Your Password must be between 6 and 16 alphanumeric values and contain at least one digit with upper and lower case letters.

Save New Password

Challenge Questions

Question 1
In what city were you born?

Question 2
What is the first name of your first child?

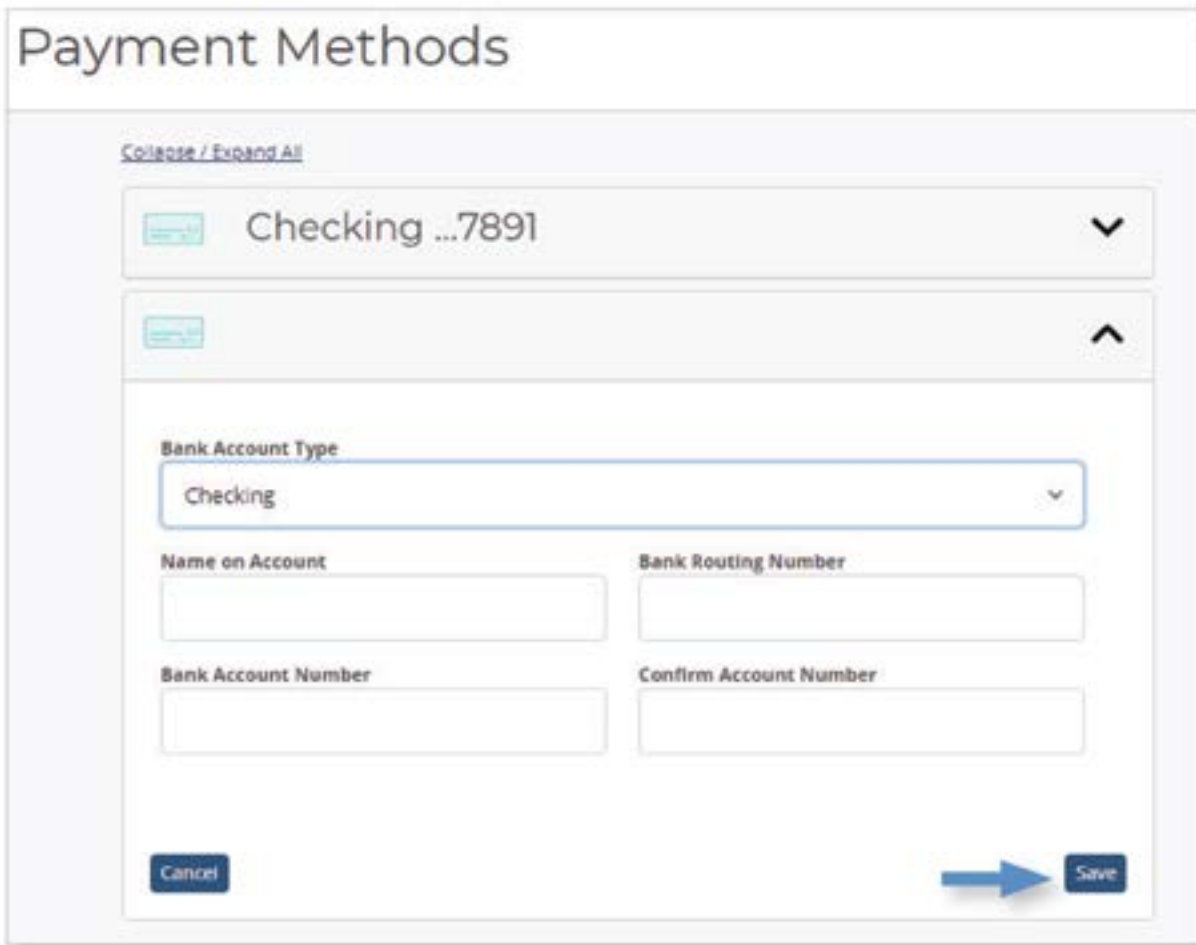
Profile – Payment Methods

View and Add Bank Accounts

- Payments can be drafted from checking, savings, or business checking accounts.
- Additional payment methods may be added by clicking the **Add** button, then fill in the required information for your bank account: Bank Account Type, Name on Account, Bank Routing Number, and Bank Account Number, then click **Save**.



The screenshot shows the 'Payment Methods' section with a 'Collapse / Expand All' link. A single account is listed: 'Checking ...7891'. A blue arrow points to the 'Add' button at the bottom right of the list.



The screenshot shows the 'Payment Methods' section with a 'Collapse / Expand All' link. A new account is being added, with the form fields expanded. The fields are: 'Bank Account Type' (set to 'Checking'), 'Name on Account', 'Bank Routing Number', 'Bank Account Number', and 'Confirm Account Number'. A blue arrow points to the 'Save' button at the bottom right.

Profile – Payment Methods (cont.)

Checking ...7890

Payment method successfully added.

Bank Account Type
Checking

| | |
|---|--|
| Name on Account test | Bank Routing Number *****5781 |
| Bank Account Number *****7890 | Confirm Account Number *****7890 |

Delete

Delete Bank Accounts

- Select the account you want to delete and click the arrow to expand the account details.

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Payment Methods

[Collapse / Expand All](#)

| | |
|------------------|---|
| Checking ...7891 | ▼ |
| Checking ...7890 | ▼ |

Add

Profile – Payment Methods (cont.)

- Click the **Delete** Button.

The screenshot shows a 'Payment Methods' interface. At the top, there is a 'Collapse / Expand All' link. Below it, two account entries are listed: 'Checking ...7891' and 'Checking ...7890'. The second entry is expanded to show details: 'Bank Account Type: Checking', 'Name on Account: test', 'Bank Routing Number: *****5781', 'Bank Account Number: *****7890', and 'Confirm Account Number: *****7890'. A blue arrow points to the 'Delete' button located at the bottom left of the expanded account details. An 'Add' button is visible at the bottom right of the main container.

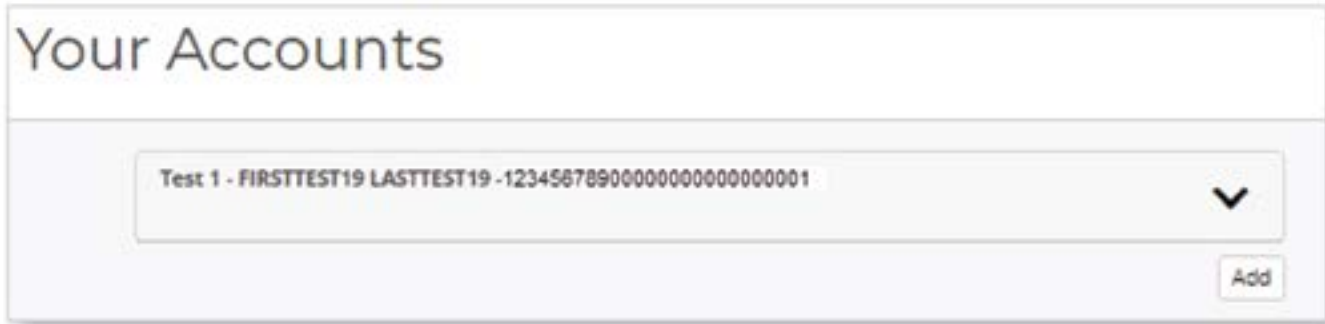
- Confirm by clicking **Delete**.

The screenshot shows a 'Delete Payment Method' dialog box. It contains a warning message: 'WARNING: You may have existing scheduled or pending payments that depend on the method you are about to delete. If you have pending payments that depend on this method they will still be submitted for payment. If you have scheduled or automatic payments that depend on this method, they will be deleted and must be rescheduled.' Below the warning, it says: 'Select Delete button to delete the payment method. Select Cancel button to cancel the deletion.' At the bottom, there are two buttons: 'Cancel' and 'Delete'. A blue arrow points to the 'Delete' button.

Profile – Billing Accounts

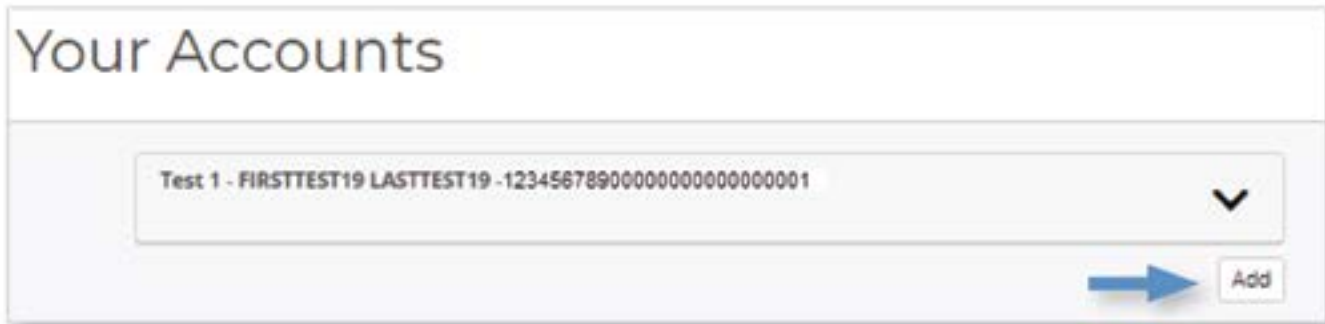
View Billing Accounts

- The 26-character account ID used to register with Premier Property Pay will display on the Billing Accounts screen.
- The Nickname and Account ID number will display like the example.



Add Billing Accounts

- To add additional 26-character account IDs to the user profile, click **Add** button. (Adding additional billing accounts may be necessary if you own multiple properties or pay assessments under different account IDs, provided your Management Company(s) have enabled Premier Property Pay.)



Profile – Billing Accounts (cont.)

- **Account Nickname:** Give your property account a “nickname” to easily identify it and differentiate between the billing accounts.
- **Account ID:** Enter the [26-character Account ID](#) provided by your Management Company. SEE SAMPLE OF HOW TO LOCATE THIS FROM A COUPON OR STATEMENT.
- **Property Zip Code:** Enter the Property ZIP Code, where the property is located.
- Click **Save**.

Account Nickname

Give this account a nickname to help you identify the property for which you are making a payment, such as the HOA name, unit number, or address.

Account ID

Need assistance locating your Account ID? Click on the ? above for instructions.

Property ZIP Code

Enter the five-digit ZIP code of the property for which you would like to make a payment.

How to find and enter required information for the Account ID field:

| Number | Account Number | Date Due | Amount Due |
|--|----------------|--------------------------------|-----------------------------|
| 0001 | 123456789 | 01/01/2023 | \$550.75 |
| Make Check Payable To: The Name of Your Community Association | | # RECEIVED after 01/16/2023 | Pay This Amount \$570.75 |

LENDER INFORMATION
 Your Community Association
 PO Box 9000
 Los Angeles, CA 91602

Amount Paid \$ _____
 Check # _____

0517 00987A 0000000123456789 Your Name 055075 8

↑ Management Company ID ↑ HOA ID ↑ Account #

Using your payment coupon, locate the Management Company ID, HOA ID, and Account Number, as shown above.

Enter all of the alphanumeric characters in the Account ID field with no spaces or extra characters. Your entry should be a total of 26 characters.

Using the example above, the entry would be:

Account ID

If you do not receive a payment coupon, please contact your Management Company, or refer to the online portal for your community.

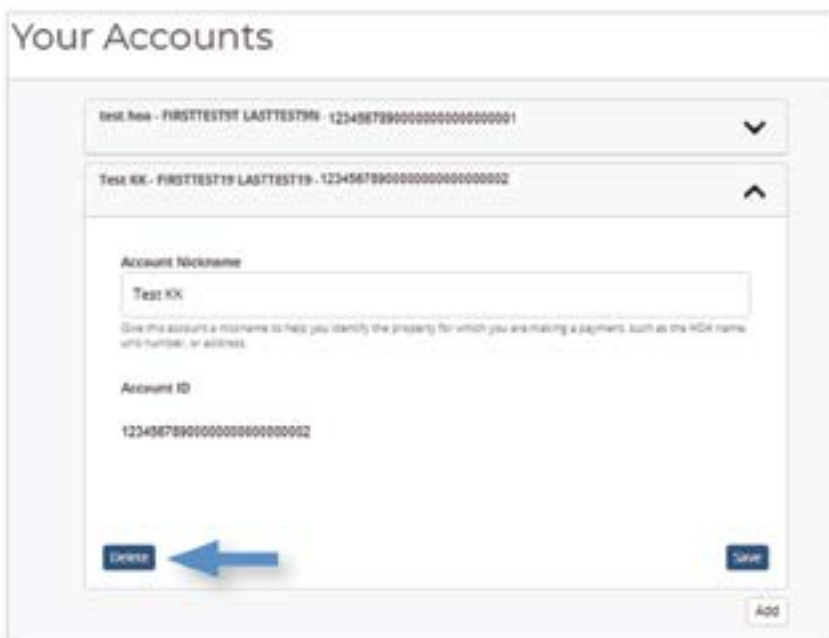
Profile – Billing Accounts (cont.)

Delete Billing Accounts

- To delete a 26-character account ID from the user profile, click the down arrow next to the account you wish to remove.



- Click **Delete**, then click **Delete** again on the confirmation.



Profile – Notification Settings & Message Center

Viewing and Setting Alert Notifications

- There are 4 email alerts available in Premier Property Pay.
- Automatic payment alerts are pre-selected.
- Manual Payment alerts are turned on by checking the box next to **Email** and selecting **Save Settings**.

PREMIER PROPERTY PAY™

Notification Settings

Alert me when an automatic payment has occurred. Email

Alert me when an automatic payment has failed. Email

Alert me when a manual payment has occurred. Email

Alert me when a manual payment has failed. Email

[Save Settings](#)

View System-Generated Emails

- Property Pay generated emails are available to view directly from the Message Center.

PREMIER PROPERTY PAY™

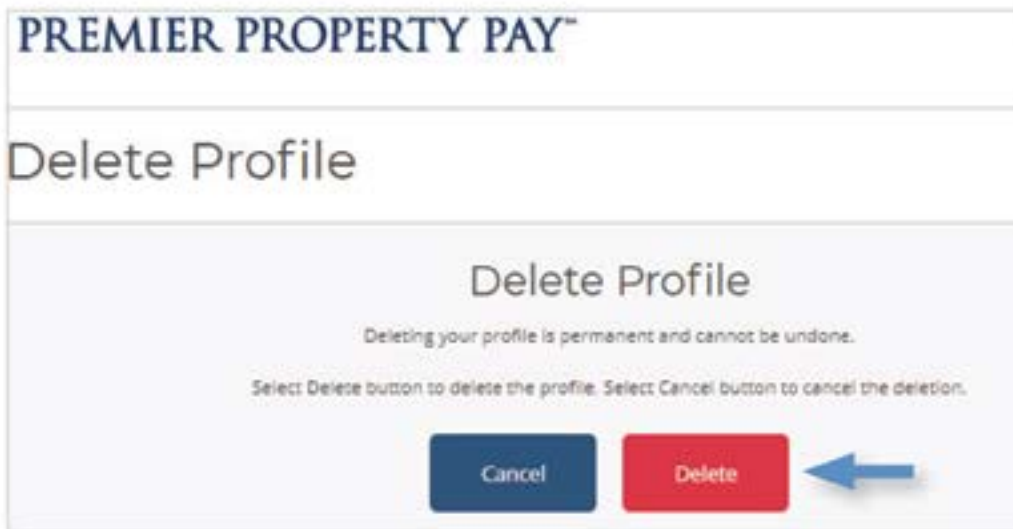
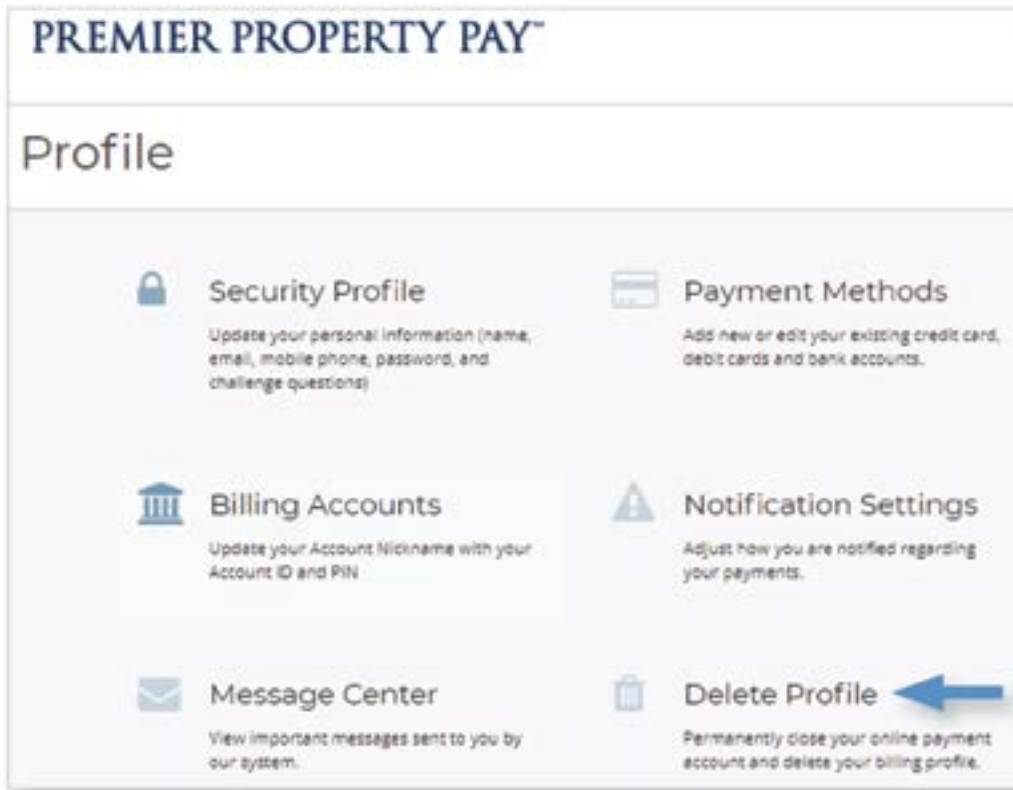
Message Center

| Message Date | Channel(s) | Subject |
|--------------|------------|--|
| Apr 18, 2024 | Email | Premier Property Pay Alert: Payment Method Added |
| Apr 18, 2024 | Email | Premier Property Pay Alert: Recurring Payment Plan Created |

Profile – Delete Profile

A user profile can be deleted.

- Select **Delete Profile** from the Profile Menu.
- Confirm the selection by clicking **Delete**.

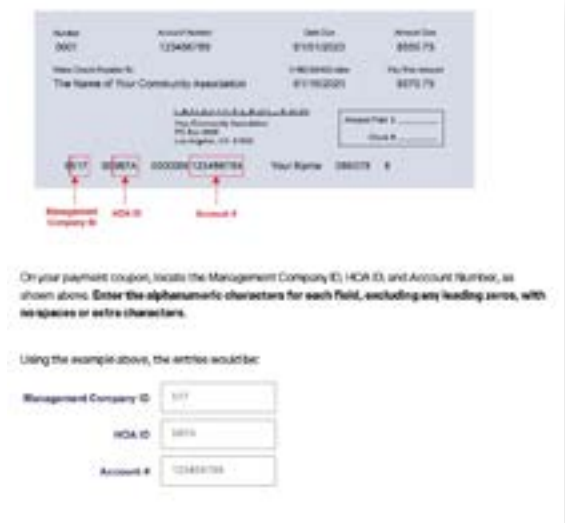
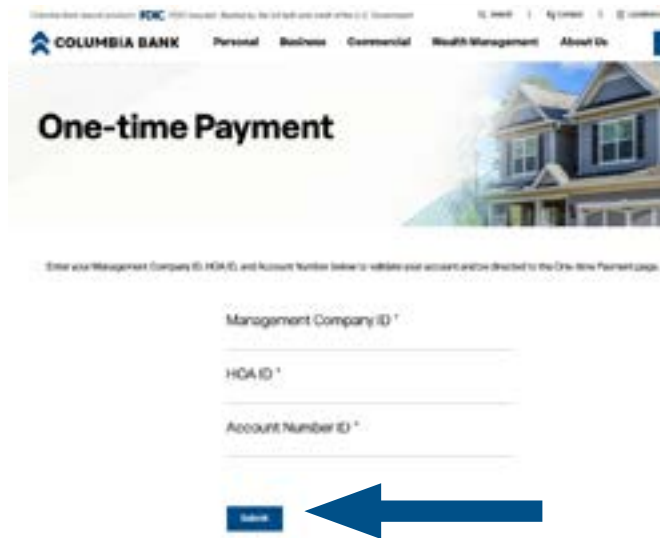


One-Time Payment Without Registering

- From the main page on columbiabank.com/HOA-Payment, you can make a one-time payment without registering. Click on **One-time Payment**.



- Fill in the **Management Company ID**, **HOA ID**, and **Account #**, and complete the reCAPTCHA. Click **Submit**. SEE SAMPLE OF HOW TO LOCATE THIS FROM A COUPON OR STATEMENT.



One-Time Payments (cont.)

- Enter email address. Click **Next**. Payment amount can be entered on next screen.

Account

Account Payment Confirmation Receipt

Account #12345678900000000000000001

Account
1234567890000000000000000001

Account Name
FIRSTTEST19 LASTTEST19

| | |
|--|--|
| Email Address test@email.com | Amount Due \$2.12 |
| HOA Name Sunnyside Townhomes | Property Management Company Name Management Company |
| Property Management Company Phone Number 123-456-7890 | |

Next

One-Time Payments (cont.)

- Enter payment amount and choose payment date.
- Use dropdown menu to select the appropriate account type, e.g., Checking, Savings, Business checking.
- Enter your bank account information. Click **Next**.

Payment

Account Payment Confirmation Receipt

Total Amount of \$2.12 ^

| | |
|---------------------------------------|---|
| Payment Amount | Payment Date |
| <input type="text" value="2.12"/> | <input type="text" value="04/25/2024"/> |
| Bank Account Type | |
| <input type="text" value="Checking"/> | |
| Name on Account | Bank Routing Number |
| <input type="text"/> | <input type="text"/> |
| Bank Account Number | Confirm Account Number |
| <input type="text"/> | <input type="text"/> |

→

One-Time Payments (cont.)

- Review your entries and if accurate, click **Pay**.

Total Amount of \$2.12 ^

Account Nickname
Test 1


Payment Date
04/25/2024

Customer Name
FIRSTTEST19 LASTTEST19

Payment Type
Direct Payment

HOA Name
Sunnyside Townhomes

Property Management Company Phone Number
123-456-7890

Payment Method
 Checking ...7891

Account

Email Receipt to
test@email.com

Amount Due
2.12


Property Management Company Name
Management Company

Payment Amount
\$2.12

Fee
\$0.00

Total Payment Amount
\$2.12

By clicking Pay, I authorize the above named HOA to electronically debit my account ending in 7891, for a payment of \$2.12, on or after 04/25/2024.

[Previous](#)  [Pay](#)

Frequently Asked Questions

Registering an Account

Q. What do I use for the Nickname?

A. The nickname should be unique to help you specifically identify the account. If you have more than one account, this is especially helpful. Use a unique nickname for each account.

Q. What is my Account ID?

A. This is your unique 26-character account number. It is never more or less than 26 characters. Your Management Company should provide this to you.

Q. What ZIP code do I use when registering?

A. Enter the ZIP code associated with your property location.

Q. I deleted my profile and want to register again. Can I use the same username?

A. No. When you delete a profile and try to register for a new one, you can't use the original username but will need to create a new, unique username.

Login

Q. What is the URL for Premier Property Pay?

A. The URL to access Premier Property Pay is: columbiabank.com/HOA-Payment

Q. What are the password criteria?

A. The password must be between 6 and 12 alphanumeric values and contain at least one numeric digit with uppercase and lowercase letters. No special characters (such as: #, !, \$, etc.) should be used.

Q. Are the challenge question answers case sensitive?

A. Yes, the challenge question answers are case sensitive.

Q. On the Register page, do I need to input a username and password first?

A. No. Do not enter a username and password on the registration screen. You must scroll down and click **REGISTER NOW**. The next screen will allow you to continue with the registration process, where you will establish your username and password.

Q. What do I use for a login ID? Is that the same as Username?

A. Your Username serves as a login ID. You will use your Username and Password when you log in.

Q. What if I can't remember my password?

A. Use the **Forgot Password** link on the Login Page. You'll be prompted to answer your challenge questions. Reminder: challenge question responses are case sensitive. If you have 4 failed attempts to log in, you will be locked out for 30 mins. You can try again after that time. If you continue to have issues, please contact your Management Company as they can reset your password for you.

Frequently Asked Questions

Payment Schedule (Recurring/Automatic)

Q. [Can I edit my existing automatic payment details?](#)

A. No. If any changes are needed to your existing recurring plan, you must cancel the plan and re-establish a new plan with the new details.

Q. [What if I need to make additional payments temporarily but I have a recurring payment scheduled?](#)

A. You have a few options:

1. Go to columbiabank.com/HOA-Payment each time you need to make additional payments and choose **One-Time Payment** on the first screen.
2. Log in to Premier Property Pay and set up an additional recurring payment plan for the temporary amount. Choose a payment end date just after the last necessary payment date.
3. Cancel the existing recurring payment plan and re-establish a new plan with the total amount that includes the temporary payment. Set the payment end date just after the last necessary payment date. With this option, once the temporary payments are completed, you must remember to cancel and re-establish a recurring payment plan with the regular amount due.

Adding Additional Billing Accounts

Q. [How do I add an additional HOA account?](#)

A. Log in to Premier Property Pay, click on **Profile** located on the left-hand side, click on **Billing Accounts**, and click **Add**.

Payments

Q. [How do I edit payment methods?](#)

A. Log in to Premier Property Pay, click on **Profile** located on the left-hand side, click on **Payment Methods**, and add/edit from here.

Q. [Can I cancel a payment that has not processed?](#)

A. Yes, you can use the **Cancel** button accessed via the **Payment Activity** menu on the dashboard to cancel a payment.

Q. [How long will it take for my payment to post?](#)

A. It will typically take 2-3 business days for your payment to post.

Q. [I accidentally entered my payment for too much, or I forgot to cancel my payment plan on the previous platform. How can I get a refund?](#)

A. You must contact your Management Company directly for a payment refund.

Profile

Q. [How do I delete my profile?](#)

A. Log in to Premier Property Pay, click on **Profile** located on the left-hand side, and click **Delete Profile**.

Q. [I deleted my profile and want to register again. Can I use the same username?](#)

A. No. When you delete a profile and try to register for a new one, you can't use the original username but will need to create a new, unique username.

For Additional Assistance

Questions? Please contact your Management Company directly. You may also contact the Columbia Bank Premier Property Pay help desk at **(855) 868-8108**, Monday-Friday 8:00 a.m. – 6:00 p.m. CT.



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