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Sent: Monday, January 07, 2019 8:30 PM
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Chris.Nyland@mutualofomahabank.com
Subject: Association Member/Home Owner Communication Update to Online Association Payments

The following email will be sent to home owners/association members that utilize CAB Online for one-time payments.



Our records indicate you utilize our online payment site to make homeowner association, condominium association or other property-related payments.

We recently began directing payments to our new online payment site, MutualPay Property Pay, which is designed to simplify the payment experience for you. However, during this transition, some customers experienced an error and were unable to make a payment or create an account.

If you were previously unable to make a payment or create an account, the issue was identified and repaired.

Our call center is also experiencing higher than average call volume, we recommend contacting them via email to avoid long hold times.

We sincerely apologize if you experienced an error during the payment process and were unable to reach our customer service team for assistance.

The following guides are available to assist you in making a payment or creating an account.

[How to make a one-time payment on MutualPay Property Pay.](#)

[How to create a payment schedule on MutualPay Property Pay.](#)

Please note, to create an account on [MutualPay Property Pay](#), you will also need your Association ID, Property ID and HOA ID. This information can be found on your billing coupon or billing statements

Thank you for assistance and patience during this transition. We are working to provide you an improved payment experience.

Subject to credit approval.

This message was intended for: kim.craig@mutualofomahabank.com

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