

Comsource

Now Accepts Online Payments!

Using our payments provider, PayLease, you can make payments online with an e-check, debit card or credit card.



Over the past year there has been increasing request from homeowners and Board of Directors to have the ability to make on-line payments via credit card. As you know, you already had the ability to pay on-line via e-check. Comsource investigated the different service providers that could accommodate both on-line credit card payments and e-checks and provide the proper firewalls to protect the sensitive homeowner financial information. Comsource made the decision to use PayLease for this service for all of our communities. The service is strictly optional, homeowners can either access PayLease through the Sourcelink account or they can also call the Paylease 866-729-5327 to initiate a pay-by-phone transaction. Below is information on how to use the PayLease services and fees associated with using this service:



Here's how you get started!

How do Register and Sign-Up for the service?

Your old account will no longer work. You must register in Sourcelink to utilize on-line services:

1. Go to our website www.comsource.com.
2. Locate **MY ACCOUNT** (top right corner) Click on it
3. Click on Create Your Account!
4. Fill in all requested required fields. (Your Security Key is located on the welcome letter previously mailed to you, you can also register by e-mailing Client Services at clientservices@comsource.com).
5. Agree to terms of use.
6. Click on I Agree - Create My Account!

Welcome, now you have access to all aforementioned information with your user id and password and then click on the "Make a Payment" top left corner on the home page.

Online Payments FAQ:

Why should I use PayLease?

- Eliminate the cost of postage and handling of checks
- Ability to make payments with a credit card and earn more rewards including mileage points and cash back incentives
- Customize payment notification reminders for upcoming payments
- Flexibility of choosing the day of debit payment allows for better money management
- Set-up automatic monthly payments and eliminate late fees

How do I sign up?

In order to sign up, please visit www.comsource.com, click **MY ACCOUNT** and log in with your user id and password and then click on the "Make a Payment" button on the home page.

Standard processing takes 2-3 business days for a payment to process. If you select ExpressPay, your payment will be processed for next business day deposit. Comsource is notified of your payment initiation date and time. Business days include Monday-Friday excluding weekends and holidays. It is important to remember these processing times when making a payment ON TIME. *Please initiate transaction no later than the first of the month (or the last weekday of the month) to avoid late payments.

Are there any convenience fees?

PayLease charges a convenience fee of \$2.95 for e-checks; 3.5% convenience fee for credit cards per transaction, payments will post in 3 business days. There is an additional fee of \$9.95 for Express Pay, payment will post within 1 business day.



Is there a contract or can I cancel at any time?

With PayLease there is no contract. PayLease is an option for you to make your assessment dues payments easier. Fees are incurred only when you process a payment. Your Sourcelink account will not be canceled or closed.

Is using PayLease safe?

E-Payments are completely safe when you work with a processor who complies with industry regulations and has expertise with electronic payments. PayLease's expert team members are specialists in payment processing and know how to ensure that your payments program is secure. PayLease adheres to international auditing standards and are certified PCI and SSAE 16 compliant so sensitive information is not at risk.

Are there other options to pay your association fees?

Homeowners also have several other ways to pay their association fees, which continue to be **free** to homeowners:

- Setting up direct debit so that the monthly payment is directly taken from the owners designated bank account each month;
- Bill payer service, the owner instructs their bank to mail a check to your association on a monthly basis, and of course
- By mailing a check to: **Comsource, 3414 Morningwood Drive, Olney, MD 20832.**

Thank you,
Comsource Management