



ALTERNATIVE PAYMENT METHODS

There are FIVE easy ways to pay your monthly assessments!

- 1. Mail** – You may mail a personal check, cashier’s check, or money order with your monthly assessment statement. Please write your homeowner account number on the check’s memo line to ensure the payment is properly posted. Payments are to be mailed to P.O. Box 80482, City of Industry, CA 91716-8482.
- 2. ACH using a Checking Account** – You can sign up for Prime’s direct payment option in which Prime Association Services will automatically deduct from your checking account on the 10th of each month (or if the 10th falls on a weekend or holiday the following business day) for no additional charge. You will need to complete Prime Association Services’ Automatic Payment Form and return the completed form along with a voided check via email ARDept@theprimeas.com or mail it directly to: Prime Association Services, 27290 Madison Ave, Suite 300, Temecula, CA 92590.
- 3. Bill Pay through your bank** – If your bank offers bill pay services, you can set-up payment for your monthly assessments through your bank. Please note, bill pay is not an electronic payment. Your bank will then send a check to Prime Association Services on your behalf. You will need to make sure you update your bill pay when the amount of your assessments change. As a reminder, Prime Association Services does not have access to your personal banking information, our team will not be able to assist you with setting up your bill pay, troubleshooting issues with your bill pay, delayed payments from your bank, or changing the amount to be paid through your banks bill pay services.
- 4. Pay by Phone** – You may pay by phone by contacting Prime Association Services’ third-party payment platform, ClickPay, directly at (800) 533-7901. There are convenience fees assessed by ClickPay for using this service. You may contact ClickPay for further information.
- 5. Pay Online** – You may make a one-time payment or set-up up automatic monthly assessment payments using your credit card, debit card or checking account through Prime Association Services’ third-party payment platform, ClickPay’s online payment portal. You may set-up your ClickPay account by going to Prime’s website www.theprimeas.com and clicking on the “Pay Now” button, this will bring you directly to ClickPay’s website. While setting up your ClickPay account, you will be asked for your “Tenant Code” this is your homeowner account number. There are convenience fees assessed by ClickPay for using this service. You may contact ClickPay for further information. To access FAQ’s, step-by- step walkthroughs, email and phone support and live chats, please visit www.clickpay.com/help. If you require additional support from ClickPay, there is a chat option when logging into the website, there is a support email support@clickpay.com, contact phone number 800-533-7901, or online support center at www.clickpay.com/help.