1. **What are a few value-added differences between Property Pay and CAB Online?**

   Value-add homeowner differences include:
   - *One web URL for both check and card payments*
   - *Multiple opportunities for the homeowner to review the payment prior to submitting*
   - *Ability to cancel a same day payment for both check and card payments*
   - *Contact information includes the PMC name, email address and phone number*
   - *Back button or back arrow takes the user back a screen without deleting previously keyed information*
   - *A registered user for CAB Online can register as a user in Property Pay to schedule payments, manage properties and wallet or make a Pay Now payment*

2. ***What customer service options are available for homeowners using Property Pay if they have questions?*** *The Property Pay website directs calls to the 1-866-800-4656 number and the Call Center will answer. If the call center is unable to assist, the Center will leave the RM a voice mail to call the homeowner in the morning.*

3. **Can a homeowner print the Terms and Conditions?** *Yes. From the Pay Now - Confirm Property screen, scroll down to the 'Terms of Use' link to view and print the file.*

4. **Can we send the Property Pay reference materials to a customer?** *Yes, the reference materials developed for the PMC and approved by Brand can be used to assist homeowners.*

5. **What is an example of something a customer would input in Address Line 2?** This would be most beneficial to a non-validation customer. They could add additional information regarding the address (rental). Validation customers only allow what is in the validation file.

6. **If a customer uses address line 2 for the unit number, will the auto populate still work?** *No, it is only recognizing Address Line 1, City, State and Zip Code for validation.*

7. **Will Property Pay verify a zip code?** *During the validation process, Property Pay will verify US and Canadian zip codes. All funds are listed in US funds.*

8. **Is additional contact information included in Property Pay to assist customers with questions – the PMC or the Customer Service?** *The 'Contact' link in Property Pay includes contact information. Once the property details are populated, the PMC contact information will appear in the Contact link located at the bottom of the page.*
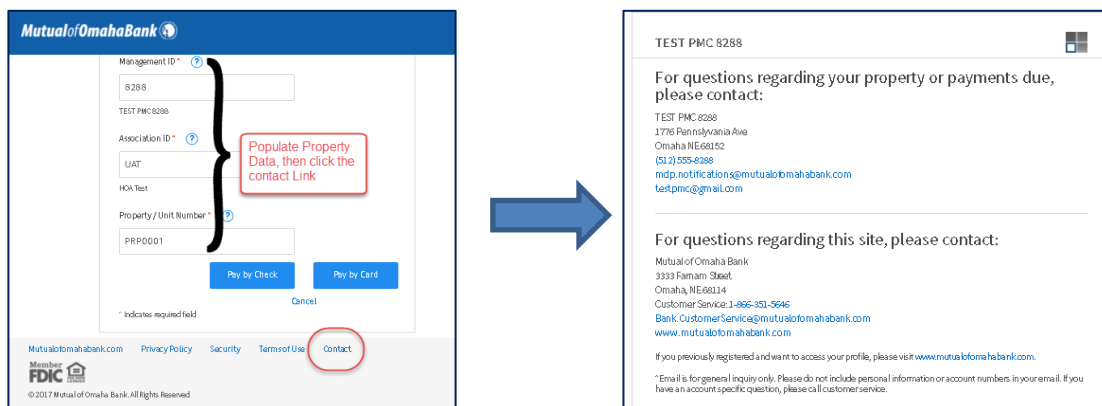
9. **What is the card payment limit in Property Pay?** *The maximum payment amount is $50,000.00 for both check and cards. Card payment limits are defined by the card issuing institution.*

10. **Is the payment date listed in Property Pay?** *The payment date is listed in the Payment Details section for both Pay by Check and Pay by Card. For payments submitted after the cutoff time, weekends or holidays, the next available payment date will display.*
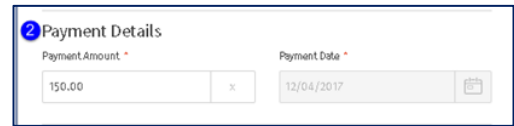

11. **When will my scheduled payment be processed? What happens scheduled payments on weekends or holidays***? Scheduled Payments are processed prior to 8:00 pm Central Time, Monday through Friday on the scheduled date. If the scheduled payment date falls on a weekend or holiday, the payment will be processed on the prior day.*

12. **What if I need to cancel or skip a Scheduled Payment?** *The customer may call Mutual of Omaha Bank Customer Service prior to the scheduled payment date for assistance with cancelling a scheduled payment at 866-351-5646, option 1.*

13. **What is considered end of day in Property Pay?** *8 pm CST is considered end of day. Payments submitted prior to 8:00 pm CST, Monday through Friday will be processed the same day. Payments received after that time, on a weekend or a bank holiday will be processed on the next business day.*

14. **In Property Pay, will homeowners see transaction history?** *Registered users will have access to transaction history from the Properties page. Pay Now users will not have access to transaction history.*

15. **Sample error message for the L01 Legal Hold code and the M01 Migrate hold code.** *Clicking on the PMC name link will provide additional contact information.*
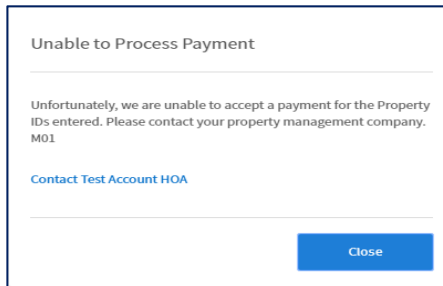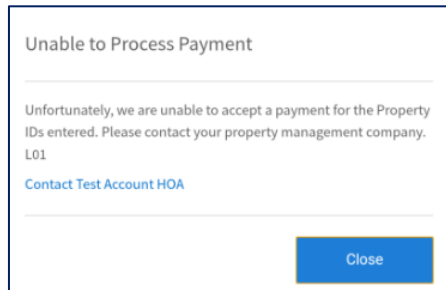
16. **Is an email notification sent to the homeowner when a payment is canceled in Property Pay?**
    Yes, an email notification is sent when a payment is:
    - *Submitted*
    - *Cancelled*
    - *Changed*
    - *Scheduled*
    - *Skipped*