



Association Capital Bank is no longer providing banking services for Homeowner Associations.

Effective June 21, 2016, Essex Association Management, L.P. is switching banks. All Association Capital Bank accounts will be switched to Mutual of Omaha as the primary banking provider for our Associations.

Below we have provided some Q & A's to help make this a smooth transition.

1. Question: What happens if I have already mailed my check to the old P.O. Box address?
Answer: Association Capital Bank will be forwarding all payments to Essex through July 29, 2016. Effective July 30, 2016, payments will be returned to the sender.

2. Question: What is the new address for mailing payments?
Answer: Send payments to: Association Name
c/o Essex Association Management, LP
P.O. Box 52330
Phoenix, AZ 85072-2330

3. Question: What happens if I had direct deposit in place with my bank?
Answer: You will need to cancel the current direct deposit with your bank and set up a new one using the bank information provided on your payment coupon / statement.

4. Question: Can I still make payments online?
Answer: Yes. The new online payment web address is:
<https://cabpayments.mutualofomahabank.com/> online payments will require a series of numbers / information for the initial set up. This information can be found in the scan line at the bottom of every statement; management ID is first, next 2 digits are association ID, then your account number which should be followed by your last name.

5. Associations that currently bank with BB&T as their primary operating account provider are not affected by this change.

For any other questions, please contact us via e-mail at info@essexhoa.com and we will be happy to assist you.