

Q. Can I pay over the phone?

A. No, you may pay online or by mail.

Q. Can I pay with cash?

A. No, we do not accept cash payments.

Q. Who do I make my check or money order payable to?

A. Make your check or money order payable to your Association and write your account number on it.

Q. Where do I mail my payment?

A. Include the bottom portion of your statement or write your account number on the check or money order and mail your payment to PO Box 52313, Phoenix AZ 85072.

Q. Can I pay in person?

A. Yes, we accept checks and money orders in the office. We also have a contact-free drop-box at our entry door where you can drop your payment.

Q. Can I pay online?

A. Yes, there are 2 options. *(Please note, if your account is at the attorney you will not be able to make an online payment. Contact our office for further instructions.):*

Option 1. With an existing Crest Management login:

- Go to www.crest-management.com and click on Homeowner Login (top right).
- Enter your login information and click Submit.
- Your address(es) will appear. Click on the address for which you want to make a payment.
- Click Pay Now.
- A pop-up box will appear advising you are leaving the Crest Management website and going to the bank's website. Click Ok.
- The terms and conditions will appear. Review and click Yes.
- Enter your first and last name. All other information will already be filled in according to your Crest profile.
- Select either Pay by eCheck (\$1.95 fee) or Pay by Card (2.95% fee).
- Complete all required fields and click Next.
- Complete Submit Payment.
- Once your transaction is complete, you will receive a confirmation screen.

Option 2. Without an existing Crest Management login:

- Go to www.crest-management.com and click on Pay Your Assessment Online.
- Make note of the following information:
 - Management ID: 3130
 - Association ID: can be found in orange next to your Association name on the list, or on your statement.
 - Account Number: can be found on your statement or obtained by calling Crest Management.
- Click on Make a Payment

- A pop-up box will appear with advising you are leaving the Crest Management website and going to the bank's website. Click Ok.
- If this is your first time using the CIT Community Association Banking, click on either Sign Up to create an account, or Pay Now to make a one-time payment without creating an account. If you have used the site before, select Login and enter your credentials.
- The terms and conditions will appear. Review and click Yes.
- Complete all required fields and select either Pay by eCheck (\$1.95 fee) or Pay by Card (2.95% fee).
- Complete required fields and click Submit Payment.
- Once your transaction is complete, you will receive a confirmation screen.

Q. What is my account number?

A. Login to your Crest Management and your account number can be found on the Homeowner Dashboard. If you do not have a Crest Management login, you can find the account number on your statement or by calling our office.



Q. What is my balance?

A. Login to your Crest Management account and your balance can be found on your Homeowner Dashboard. If you do not have a Crest Management account, you can find the balance on your statement or by calling our office.



Q. Why am I receiving an error message when trying to make a payment online?

A. Online Payments are processed by CIT Community Association Banking. Please contact them directly for online payment issues at 866-800-4656.

Q. How do I pay while out of the Country?

A. You must use a U.S. address, a U.S. bank, and U.S. funds. This would require a routing and transit numbers versus an IBAN or SWIFT number. The only other option would be to mail a check to PO Box 60095, Phoenix, AZ 85082.