

# ASSESSMENT PAYMENT TROUBLESHOOTING

If you're having trouble making a community association assessment payment, please try these troubleshooting techniques before calling the on-site office or Union Bank.

*Note: The Union Bank website is only compatible with Internet Explorer 10, Internet Explorer 11, Microsoft Edge and Google Chrome.*

1. Clear your web browser history. [Follow these steps](#) for your preferred browser. You will need to refresh or close and reopen your browser for changes to be effective.
2. Visit the [CCMC website](#) and follow instructions on the Payment Options page, using the appropriate link for your community.
3. If neither of the above work, [log into the association's bank](#) directly and select "Online Payment for Homeowners." You will be able to search for and select your community.

**HOMEOWNERS**

If none of the above solve the problem, please call your association office. Team members will ask a few questions and collect information to help diagnose the issue and connect you with Union Bank.

Thank you.



Now *this* feels like home.®