

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 Pacific Western Bank.

Note: The Pacific Western 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 Pacific Western Bank.

Thank you.



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