

Mutual of Omaha Bank has created a new online payment system, MutualPay, which can be accessed at www.MutualPayPropertyPay.com. To protect the security of the new payment site, unfortunately the payment schedules and history that you had previously set up will not be transferred from the previous payment system. While we apologize wholeheartedly for the confusion and short notice on this, the good news is that the new payment site is much more user friendly than the previous site.

Mutual of Omaha has indicated that they sent out notices previously and that a note was included in your November payment confirmation. Based on the feedback we've received, our homeowners did not receive these messages so we wanted to get these instructions pushed out to you as quickly as we could. Please bear with us as the system is new to us and to Mutual of Omaha. We're working hard to get up to speed and learning how we can better assist you in this transition process.

WHAT YOU NEED TO DO:

1. **You will need to set up new recurring payments on the new payment site (www.mutualpaypropertypay.com).**
2. **You will also need to log in to the old site (www.mutualofomahabank.com) and delete your existing payments in order to avoid duplicate payments.**

To set up NEW automatic online payments through MutualPay:

1. Go to www.MutualPayPropertyPay.com
2. Click '**Sign Up**', then click 'Yes' to agree to the terms and conditions.
3. Enter your name, email address, phone number and click '**Next**'
4. On the next page, enter your property address
5. Click '**Find My Property**'. After your property address appears, click '**Register Property**'. Click 'Continue.'
6. Set up a username and password.
7. Set up your security questions. Click '**Create Account**'.
8. After creating an account, you will be asked to log in using your new user name and password
9. Click 'Make a Payment'.
10. Enter the required information for either your credit card or bank account.
11. To set up scheduled payments, click 'Schedule Payments'.

TO DELETE your old auto payments:

1. Go to www.mutualofomahabank.com
2. Click on the 'GO' button under the 'Make a payment'
3. Scroll down to 'Pay Rent or Assessments' on the lower right side of the screen.
4. Click 'Pay by eCheck' to edit payments using your checking account.
5. Enter your User name and Password
6. At the top of the screen, click 'Schedule Payments'
7. Click 'Delete' next to the payment.

Please contact our office if you have any questions. If you have trouble getting set up on the new MutualPay site or deleting your old payment set up, please call Mutual of Omaha bank at 1-866-800-4656.