

IMPORTANT ANNOUNCEMENT

Dear Homeowner:

In an effort to provide the most secure and accurate association assessment payment system, Association Management Company, LLC. ("AMC") has decided to move our banking relationship from Union Bank to Alliance Association Bank ("AAB"), which is a division of Western Alliance Bank and currently rated #4 on Forbes' "Best Banks in America list". AAB is the country's leader in providing HOA banking services.

This new bank change will help us to provide additional banking services to your community, which includes more online payment options, faster and more accurate payment processing, higher interest rates on the association's accounts, and more secured processing of your payment information.

In an effort to enhance security with the data we handle at AMC, we will no longer be offering ACH PAYMENT ORIGINATION upon the switch to Alliance Association Bank in July 1, 2017.

Effective August 1, 2017, existing ACH payments will no longer be processed, therefore mailing your payment with the enclosed statement or setting up a new recurring payment via the AAB online site will be necessary.

There are a number of ways that you can pay your community assessment. Please see options below.

- **Bill Pay System.** If you currently use an online bill pay service through your bank, please login to your bank's online service and stop/delete your existing payment. You will need to create a new payment with our new processing address below:

**Association Management Company Processing Center
(the name of your association)
P.O. Box 97424
Las Vegas, NV 89193-7242**

****Failure to update the address in your online bill pay system may result in delayed and/or returned payments****

- **Online Payment Site.** As a result of partnering with Alliance Association Bank, there is a new online assessment payment site. With this new site, you may initiate an **automatic payment** (ACH /E-Check) to have your payment automatically drafted directly from your bank account on a recurring basis or for a one-time payment. There is no charge for this service and it eliminates the need to schedule and mail checks. The below is an overview of the online payment options:
 - One-time E-Check Payment (at no cost to you)
 - One-time Credit Card Payment (3% of transaction fee applies at time of transaction)
 - One-time Debit Card Payment (\$5.00 fee at time of transaction)
 - Recurring E-Check Payment (at no cost to you).

Step-by-step instructions for setting up online payments are included on the attached pages. You can also find the instructions on our website at www.assocmgmt.com and click on the "pay assessments on line" link.

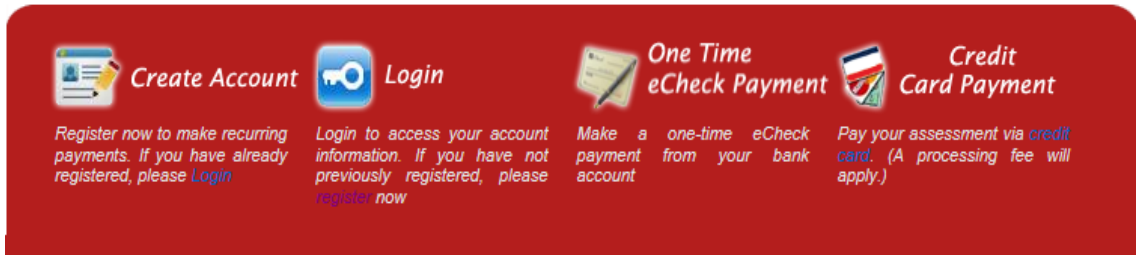
- **By mail.** When making your payments by mail, please place your payment, along with the statement in the provided window envelopes to ensure that your payments are correctly addressed and processed. Please be sure to include your **account number on your check**.

If you need assistance or have any questions please contact us at **925-462-2138 x106**.

Sincerely,
Association Management Company, LLC

INSTRUCTIONS FOR AUTOMATIC ASSESSMENT PAYMENT ACH / E-CHECK

1. Go to www.assocmgmt.com and click on “pay assessments now”. Click on “Create Account” located on the bottom left side of the page.



Create Account **Login** **One Time eCheck Payment** **Credit Card Payment**

Register now to make recurring payments. If you have already registered, please [Login](#)

Login to access your account information. If you have not previously registered, please [register now](#)

Make a one-time eCheck payment from your bank account

Pay your assessment via credit card. (A processing fee will apply.)

2. Complete “Create New User Account” page.

Create New User Account

User Information

* Required Fields

First Name : * Last Name : *

Email (User ID) : * Re enter Email : *

Password : * Re enter Password : *

Security Question 1 : * What is your oldest sibling's middle name?

Answer : *

Security Question 2 : * In what city did you meet your spouse/significant other?

Answer : *

Security Question 3 : * What school did you attend for sixth grade?

Answer : *

Phone : *
(use XXX-XXX-XXXX)

Checking Account Information

All debits will process from this account.

Routing Number : *

Checking Account Number : *

Re-Enter Account Number : *

Chris Huntington
123 Main Street
Anytown, State 9999

PAY TO THE ORDER OF \$

MY BANK NAME
123 South Street
Los Angeles, CA 99999

Memo: _____

⑆ 1234 56789 ⑆ 98765432109876543210 ⑆ 1000

⑆ 1234 56789 ⑆ 98765432109876543210 ⑆ 1000

Agree with [terms and conditions](#) of use.

3. When New User setup is complete click “Proceed”. **You will then be sent a verification email.** The email will contain a **link to the login page that allows you to continue the setup of your automatic payment** using the password you just created. When you log in, click “ADD A PROPERTY” on the “Member” Dashboard screen.

4. Complete the required fields:

- **Nickname** -- The nickname is used to easily identify the property (This is particularly valuable for homeowners with multiple properties (Ex. "Master Assessment" or "1234 Main Street").
- **Management Company ID** -- The ID is **7233** and should fill automatically
- **Association ID, and Unit Account Number** – Association ID is **(6 digits)** and the unit account number is located on your statement.
- **Select a payment type** -- **recurring** with a start date and frequency of your choice or **one-time** to manually initiate a single payment. You will be sent a reminder email five days before the debit occurs.

Create Payment

Input Account and Payment Information

Please provide the following information to create a payment.

* Required Fields

* Nickname :

* Management Company ID :

* Association ID :

* Unit Account Number :

John Smith	Assess Number 12345	Assess Due Jan 1, 2016	Assess Due \$199.99
HOMEOWNERS ASSOCIATION NAME		Assess Due Jan 15, 2016	
PLEASE MAKE CHECK PAYABLE TO YOUR ASSOCIATION AND BE SURE TO USE THE UNIT NUMBER. (319862)			
Multi-Unit, Multi-Family Homeowners Association c/o P.O. Box 000000 Orlando, FL 32862			

6759	000H04	0000000000012345	SMITH0000000	19999	?
Unit Account Num.		Association ID			
Management Company ID					

Recurring
Create an automatic monthly or quarterly debit from your bank account on the date you specify below. Please be aware if your assessment amount changes, you will need to edit your payment amount by editing this recurring payment.

* Start Date :

* Payment Type: * Frequency Period : Monthly Quarterly
(All scheduled payments that occur on a non-banking day will be processed the next banking day.)

One-Time Create a one-time debit to your checking account. A payment will be initiated today, and your payment information will be saved for future use. You must visit this website to initiate your payment each time. (You may choose to change this to a recurring payment in the future.)

* Amount :

5. When completed, click "Proceed" and you will be taken to a verification page. Verify that the information is correct and hit approve. You are now set up for automatic payments. You can return to the website at any time and log in to make changes to your email, bank account or payment details.