

Ways To Pay Your Dues:

OPTION 1 - Online through the Association's Bank:

Please visit: <u>www.fieldstonerp.com/resident login/</u>.You can then complete either the one-time payment or recurring payments.

- Fees may apply; Credit card: % of amount <u>or</u> \$ per occurrence.
- ACH; Checks can take 7-10 business days to reflect.

OPTION 2 - Bill Pay through your Personal Bank:

You can also set up an online bill pay via your personal bank using the information provided below and on your coupon book.

- Adjust the Deliver by Date to match the Association payment due date
- Payee Name: Your Community Association Name (Your HOA name)
- Payee Address: Alliance Association Bank, P.O. Box 628902, Orlando, FL 32862
- Payee Phone number: 844-739-9231 Customer Service

OPTION 3 - Checks in the US Mail:

Make Checks Out To:

Your Community Association Name with your Account in the Memo Line

Mail To:

Your Community Association Name (Your HOA name)

P.O. Box 628902

Orlando, FL 32862

~Checks can take 7-10 business days to reflect~

~Holidays and Weekends can delay Delivery~





Frequently Asked Questions

- 1. If I have auto pay set up, do I need to do anything?
 - a. If auto pay is set up with Pacific, yes, need to cancel and set up new auto pay with Alliance.
 - b. If auto pay is set up through your bank's online bill pay, yes, need to cancel and set up new auto pay with Alliance.
 - c. If auto pay is set up with Paylease, the only change that needs to occur is adjust auto pay amount if there is an assessment change.
- 2. Where can homeowners access their autopay for Pacific and how can they cancel?
 - a. By logging in at <u>https://www.hoabankservices.com/</u> and adjusting their autopayment schedule. See "HOA_RecurringPayments_QRG.PDF"
- 3. Will people be able to use the existing Comweb portal for owner payments?
 - a. See #2
- 4. When will autopayments expire in Pacific?
 - Depends on what the homeowner set the expiration date as. See "HOA_RecurringPayments_QRG.PDF"
- 5. When will FAM turn off autopayments with Pacific?
 - a. When we fully close out Pacific bank accounts, 1st quarter 2022.
- 6. What is Alliance's customer service number to help with online payments?
 - a. (844)739-2331 from 7:00 am until 5:00 pm Pacific Standard Time, Monday through Friday.
- 7. How do owners set up new payments?
 - a. Homeowners can pay multiple ways:
 - i. Through ComWeb Paylease
 - 1. Once SSO goes live with ComWeb/Alliance, payments will be made through Alliance's online website instead of Paylease.
 - ii. Through Alliance's website directly -

https://pay.allianceassociationbank.com/Home?cmcid=573E9F3C

- iii. Setting up online bill pay through their bank directly. See "IMPORTANT.PDF"
 - 1. If phone number is required, use Alliance customer service number (844)739-2331
- iv. Mailing payment through lockbox
- 8. What is the management company ID and Association ID?
 - a. Management Company ID: 3265
 - b. Association ID: TOPS ID for the community
- 9. This can be found on the scan line of all statements/coupons mailed out.
- 10. Why are there two operating accounts on the balance sheet?
 - a. Money will be coming into the new Alliance operating accounts through closings, 2022 payments, etc. Money will slowly be moved from Pacific to Alliance due to checks clearing and homeowners still making payments through Pacific.
- 11. How will the bank change affect Paylease?

- a. The new bank account and routing numbers will be provided to Paylease by the end of the month. As of today, any payments made in Paylease are deposited to the Pacific accounts. Once the new account numbers are provided to Paylease, the payments will be deposited to Alliance accounts. Homeowners should not see any change.
- b. In addition, Alliance and Comweb have plans for SSO. Still waiting on ETA. Once that goes live, we will not be using Paylease anymore.

IMPORTANT ANNOUNCEMENT UPDATED MAILING ADDRESS

We are excited to announce that Alliance Association Bank (AAB), a division of Western Alliance Bank is now processing your assessment payment. AAB works exclusively with common interest associations and is committed to providing you and your association first-inclass service.

Please include your coupon with all assessment payments and mail all assessment payments to:

<Association Name> c/o Fieldstone Association Management P.O. Box 628902 Orlando, FL 32862-8902

If you are using online bill pay through your bank, please login to the service, stop/delete your existing payment, and create a new payment with our new processing address:

<Association Name> c/o Fieldstone Association Management P.O. Box 628902 Orlando, FL 32862-8902

Important: When setting up a new payment, please ensure you include your association ID and account number, located on your statement or coupon booklet.

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

We kindly ask that you mail your assessment to the address listed above to ensure prompt and speedy processing of your payment.

Failure to update your address may result in a late payment fine or your check being returned to your address.

Thank you for your kind consideration of this request. Please do not hesitate to contact us for any reason--we will look forward to a long and satisfying relationship.



Setting Up, Editing, and Deleting Recurring Payments Quick Reference Guide

This guide walks you through setting up, editing, and deleting a recurring payment schedule as a registered user.

Set Up Recurring Payments (page 2)

- Pay with e-check
- Schedule monthly, quarterly, semi-annual, and annual recurring payments to be made on the day of your choice
- Choose an expiration date or leave it open-ended until you decide to cancel the schedule

Edit Recurring Payments (page 10)

- Update your payment amount as dues change
- Change a schedule's payment date, recurrence, and expiration date
- For a schedule with a defined expiration date, edit the payment dates and amounts within the schedule

Delete Recurring Payments (page 15)

- Delete the full schedule
- For a schedule with a defined expiration date, delete individual payments within the schedule

FOR CLIENT USE ONLY

Set Up New Recurring Payments

Go to HOABankServices.com

Under the **Online Payments for Homeowners** section on the left-hand navigation bar, click **Make Payment**

Enter your **Username** and **Password**

Click Login

NOTE: For **first time logins**, you will be asked to select and answer 3 **forgotten password** questions and **3 enhanced security** questions

For help logging in the first time, click Forgot Password or Username Help (below Returning User) to refer to the First-Time Login Quick Reference Guide

Username	•••
Password	•••
Login	Forgot your password?

https://www.hoabankservices.com/

Click to Sign On to Online Banking and Support Center only: (Not for HOA Online Payments)

Sign On ►

Homeowners Make Payment ►

Online Payments for

Customer Service 888.705.0600

Excluding Federal Holidays

Monday-Friday 8 a.m. – 8 p.m. ET 5 a.m. – 5 p.m. PT

Find your property profile under **My Properties**



Click **Set up Recurring Payment** from within the property profile

Recurring Payment for the ABC Test Association

Payment	Verify Schedule	Authorize	Confirm	
* Indicates requi	red fields.	·		
Property				Help
Homeowners	Assocation			ABC Test Association
Management	: Company		Com	munity Management, Inc.
Homeowner	ID			12345
Property Loc	ation			City, PA

The setup page will open and reflect the Association and Homeowner ID information entered at registration

NOTE: If you are making payments for multiple properties, verify that you have chosen the correct association profile

Scroll down to the **Billing** Information section Complete the required **Billing Information** fields

Click in the **Same as Registered Address** box if the information is the same as the registration information.

NOTE: If the incorrect information is prefilled, you can update any field

Billing Information

Same as Registered Address		
First Name *	Last Name *	
First	Last	
Address Line 1 *		
1111 Street		
Address Line 2 (Optional)		
City *	State *	Zip *
City	Pennsylvania 🗸	11111
Contact Number * (Do not enter hyphens or spaces)	Email *	
1112223333	First@last.com	

Define when and how often the payments should be made by complete the following fields:	n the by Recurrence			
Payment Day: The payment day of the month	Payment Day	1st of the Month \checkmark		
Frequency: Every 1, 3, 6, or 12 months	Frequency	Every Month 🗸		
		Every 3 Months		
		Every 6 Months		
		Every 12 Months		
Start date: Date the requested schedule should be effective	Start Date	11/12/2018 ~		
End date:	End Date OR	Choose Expiration Date V		
 Enter the date the last payment should be made 		Until I change or cancel this payment		

OR

 Choose to continue until you change or cancel the recurring schedule

	Payment Information	
Enter the Payment Amount	Payment Amount	\$125.00
Choose the bank account number from the Payment Method dropdown	Payment Method	Business Account Checking xxxxx7456
Click Save Recurring Payment	Back	Save Recurring Payment
NOTE: If this is the first time you are making a payment as a registered user, click the <u>Add</u> <u>New Bank Account</u> link and	Payment Method	Add New Bank Account
complete the bank information fields to add additional accounts		

	Add a New Bank Account	×			
	[•] Indicates required fields.				
Click the Checking Account or Savings Account radio button to select the account type	Checking Account Savings Account	Note: If the savings and checking routing and account numbers are the same your payment will default to the checking account for payment.			
	Routing Number *	ADDRESS CITY, STATE ZIP Date: 01.2845(778)			
Enter and re-enter your Routing	123123123	PAY TO THE ORDER OF			
Number	Re-enter Routing Number *	DOLLARS			
	123123123	ADUSTISS ADUSTISS			
	Account Number *	1012345678: 01234567890123* 0123			
Enter and re-enter your	987456	Routing Number Account Number Check Number			
Account Number	Re-enter Account Number *				
	987456	For savings, credit union, money market and business accounts,			
Enter a Nickname for the bank	Nickname *	please check with your financial institution to verify the correct numbers to use for electronic transfers.			
account	Mom				
Click Save		Cancel Save			
	Payment Information				
Choose the newly added account number from the Payment Method dropdown	Payment Amount	\$125.00			
	Payment Method	~ ~			
		Nom Checking xxxx7654			
Click Save Recurring Payment		Back Save Recurring Payment			
	Verify the following Payment Schedule and make	any revisions.			
NOTE: If you defined an	Date	Amount #			
expiration date, you will be taken to the Verify your Schedule page	11 / 14	V / 2018 \$1,221.00 Delete			
If you have no expiration date,	12 / 6	V / 2018 \$1,221.00 Delete			
you cannot edit individual payments and will be taken to	Debit Authorization Agreement				
the Debit Authorization Agreement page	By typing my name in the box below, I First Last hereby authorize Homeowners Association Services eCheck to process the electronic ACH transactions to debit my Checking account, account number xx7654 with Your Financial Institution, routing number xxxxxx123 payable to ABC Test Association .				

My Properties	My Profile	My Billing Info	FAQs	Welcome, First !	Sign Out

If you defined an expiration date, verify the list of individual payments in your schedule and select **Submit Payments**

Recurring Payment for the Falling Water Homeowners Association Inc

Refer to the Editing Recurring Payments section to edit dates and amounts of specific payments

	Date		Amount	#
	11 / 14	~ / 2018	\$1,221.00	Delete
	12 / 6	× / 2018	\$1,221.00	Delete
	1 / 4	× / 2019	\$1,221.00	Delete
	2 / 6	~ / 2019	\$1,221.00	Delete
Extend Schedule Choose a Through:	Month ~	Extend		

Please click Submit Payments or your schedule will not be processed

Recurring Payment for the ABC Test Association

Verify the following Payment Schedule and make any revisions.

Authorize Your Payment					
	Payment	Verify Schedule	Authorize	Confirm	
	* Indicates requir	ed fields.			
	Debit Authori	zation Agreement			
Enter your first and last name in the Authorization: Type Your Name Here: field			by authorize bit my Checking Ile to ABC Test 4	Homeowners Association Services account, account number xx7456 with Your Association.	
	* Authorization	n: Type Your Name Her	re:		First Last
Click Authorize				Please click Au	Back Authorize

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A confirmation message will appear letting you know that the e-check payment was successful

Keep the Confirmation # for future research, if necessary

A confirmation email will be sent to the email address provided

from Homeowners Association

Services. Save the email confirmation for possible future

research.

Welcome, My Properties My Profile My Billing Info FAQs Sign Out First !

Recurring Payment for the ABC Test Association

|--|

Thank you!

Confirmation# 797945

You should also be receiving an email confirmation shortly.

Your recurring payment has been completed successfully.

Homeowners Assocation	ABC Test Association
Management Company	Community Management, Inc.
First and Last Name	First Last
Homeowner ID / Account Number	1111
Pilling Address	1111 Street
Dining Address	City, PA 11111
Today's Date:	11/12/2018
Date of First Payment	11/13/2018
Amount of First Payment	125.00

	Return to	Home Page	Logo	ut		
Click on the My Properties tab		_				
at the top of the page to verify	My Properties	My Profile	My Billing Info	FAQs	Welcome, First !	Sign Out
your recurring payment						

Add a New Property

My Properties

ABC Test Association - Ren	tal		Delete Property
Property Profile		Recurring Payments	
Property Address	City, PA	Next Payment	11/13/2018
Homeowners Association Management Company	ABC Test Association Community Management, Inc.	Payment Day	1
Homeowners ID	12345	Pay From	xxxxx7456
		Amount	\$125.00
Edit Recurring Paym	ent Make a One Tim	e Payment View P	ayment Details/History

at the top of the page to verif your recurring payment

You will see your next scheduled Recurring Payments information

Edit Recurring Payments

To edit your schedule, click on Edit Recurring Payment within the Property Profile

I

	My Properties	My Profile	My Billing Info	FAQs	Welcom	e, First !	Sign Ou	
M	ly Properties				A	dd a New Prop	perty	
ABC Test Association - Rental								
	Property Profile Recurring Payments							
	Property Address	City, PA	Next	Payment		11/13/20	018	
	Homeowners Association Management Company	ABC Test As Community I	sociation Payr Management, Inc.	nent Day			1	
	Homeowners ID	12345	Pay	From		xxxxx74	456	
			Amo	unt		\$125	.00	
	Edit Recurring Payment Make a One Time Payment View Payment Details/History							

The setup page will open and reflect the selected **Property** information

Recurring Payment for the ABC Test Association

Payment	Verify Schedule	Authorize	Confirm	
* Indicates requi	red fields.			
Property				Help
Homeowners	Assocation			ABC Test Association
Management	Company		Com	munity Management, Inc.
Homeowner	ID			12345
Property Loc	ation			City, PA

Scroll down to the **Billing** Information page

Edit Billing Information fields, as necessary

Billing Information	
Same as Registered Address	
First Name *	Last Name *
First	Last
Address Line 1 *	
1111 Street	
Address Line 2 (Optional)	
City *	State * Zip *
City	Pennsylvania ~ 11111
Contact Number * (Do not enter hyphens or spaces)	Email *
1112223333	First@last.com

Ed Re	it any of the following currence fields:	Recurrence		
Payment Day: Which day of the month		Payment Day	1st of the Month	~
Frequency: Every, 3, 6 or 12 months		Frequency	Every Month	~
			Every 3 Months	
Start date: Date the requested schedule should be effective			Every 6 Months	
En	d date:		Every 12 Months	
_	Enter the date the last payment should be made	Start Date	11/12/2018	~
	OR	End Date	Choose Expiration Date	\sim
_	Choose to continue making payments until you change or cancel the recurring schedule		Until I change or cancel this payr	nent

Edit any **Payment Information**, as necessary

Click on Save Recurring Payment

Payment Information Payment Amount \$125.00 Payment Method Business Account Checking xxxx745 Back Delete Recurring Payment Back Delete Recurring Payment Save Recurring Payment Verify the following Payment Schedule and make any revisions.

/ 2018

/ 2018

 \sim

 \sim

Amount

\$1,221.00

\$1,221.00

#

Delete

Delete

NOTE:

If you set an expiration date, you will be taken to the **Verify your Schedule** page where you may continue to edit each individual payment

If you have no expiration date, you cannot edit individual payments and will be taken to the **Authorize** page

Debit Authorization Agreement

Date

11 /

12 / 6

14

By typing my name in the box below, I **First Last** hereby authorize Homeowners Association Services eCheck to process the electronic ACH transactions to debit my Checking account, account number **xx7654** with Your Financial Institution, routing number **xxxxxx123** payable to **ABC Test Association**.

Recurring Payment for the ABC Test Association

If an expiration date was defined, you may edit specific payments within the schedule, as necessary

NOTE: The dates in the dropdown only contain bank weekdays (no weekend or holiday dates)

Edit the date:

- Choose the **Date** dropdown
- Choose a different date
- Place a checkmark to the left of the payment
- Select Submit Payments

Edit the Amount

- Enter a new Amount
- Place a checkmark to the left of the payment
- Select Submit Payments

Extend your schedule for as many months as you like.

- Choose the dropdown
- Choose a Month/Year
- Select Extend

The additional dates will appear as part of the schedule

You may also access the specific payments by clicking on the **Next Payment** date link within the property profile



FDIC

City, PA

Recurring Payments

Next Payment

11/13/2018

Property Profile

Property Address

Authorize Your Payment

Recurring Payment for the ABC Test Association

	Payment	Verify Schedule	Authorize	Confirm		
-	* Indicates requi	red fields.				
	Debit Authorization Agreement					
Enter your first and last name in	By typing my name in the box below, I First Last hereby authorize Homeowners Association Services eCheck to process the electronic ACH transactions to debit my Checking account, account number xx7456 with Your Financial Institution, routing number xxxxx123 payable to ABC Test Association .					
the Authorization: Type Your	* Authorization: Type Your Name Here:			First Last		
Name Here: field					Back	Authorize
Click Authorize				Please click Au	ithorize or your schedule	will not be processed

Click Authorize

A confirmation message will appear letting you know that the e-check payment was successful

Keep the new Confirmation # for records for future research, if necessary

A confirmation email will be sent from Homeowners Association to the email address provided. Save the email confirmation for future research.

My Properties	My Profile	My Billing Info	FAQs	Welcome, First !	Sign Out	
Recurring Payment for the ABC Test Association						

Payment	Verify Schedule	Authorize	Confirm

Thank you!

Confirmation# 797945

You should also be receiving an email confirmation shortly.

Your recurring payment has been completed successfully.

Homeowners Assocation	ABC Test Association			
Management Company	Community Management, Inc.			
First and Last Name	First Last			
Homeowner ID / Account Number	1111			
Billing Address	1111 Street City, PA 11111			
Today's Date:	11/12/2018			
Date of First Payment	11/13/2018			
Amount of First Payment	125.00			

Return to Home Page

Logout

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FDIC

Delete Recurring Payments

To delete a specific payment within a schedule, you must have previously defined an expiration date versus leaving the schedule open-ended

Access the specific payments by clicking the **Next Payment** date link within the property profile

My Properties	My Profile	My Billing Info	FAQs	Welcome, First !	Sign Ou
/ly Properties				Add a New Pr	operty
ABC Test Association -	Rental			Delete Property	v
Property Profile		Recurr	ing Payments		
Property Address	City, PA	Next P	ayment	11/13/2	2018
Homeowners Associa Management Compar	tion ABC Test As	sociation Payme Nanagement, Inc.	nt Day		1
Homeowners ID	12345	Pay Fr	om	xxxxx	7456
		Amour	t	\$12	\$5.00
Edit Recurring F	Payment	Make a One Time Payme	nt Vie	w Payment Details/History	7

[Payment Verify S	Schedule Authorize	Confirm					
	Verify your Schedule							
	Verify the following Payment Schedule and make any revisions.							
		Date		Amount	#			
		11 / 14 ~ /	2018	\$1,221.00	Delete			
Place a checkmark to the left of the payment to be deleted		12 / 6 ~ /	2018	\$1,221.00	Delete			
		/ 4 ~ /	2019	\$1,221.00	Delete			
		2 / 6 /	2019	\$1,221.00	Delete			
	Extend Schedule Choose a l Through:	Month V Extend						
Click Delete Selected								
OR			Back Please click Submit	Delete Selected Payments or your sche	Submit Payments dule will not be processed			
Click Delete in the line you would like deleted		Date		Amount	#			
Click OK in the pop-up to		11 / 14 ~ /	2018	\$1,221.00	Delete			
payment	Message from webpage							
	Are you sure you want to delete these items?							
		ОК Са	ancel					
The payment line will no longer		Date		Amount	#			
be reflected in the schedule		11 / 14 ~ /	2018	\$1,221.00	Delete			
		1 / 4 ~ /	2019	\$1,221.00	Delete			
		2 / 6 ~ /	2019	\$1,221.00	Delete			
Select Submit Payments	Extend Schedule Choose a Through:	Month V Extend						
			Back	Delete Selected	Submit Payments			
			Please click Submi	t Payments or your sch	edule will not be processed			

E Member FDIC

Authorize Your Payment

Recurring Payment for the ABC Test Association

	Payment Verify Sch	nedule Authorize	Confirm		
	* Indicates required fields.				
	Debit Authorization Agree	ement			
Enter your first and last name in the Authorization: Type Your	By typing my name in the box below, I First Last hereby authorize Homeowners Association Services last name in eCheck to process the electronic ACH transactions to debit my Checking account, account number xx7456 with Your Financial Institution, routing number xxxxxx123 payable to ABC Test Association.				
Name Here: field	* Authorization: Type Your	Name Here:	First L	ast	
Click Authorize		Member FDIC	Please click Authorize	Back e or your schedule will i	Authorize

A confirmation message will appear letting you know that the e-check payment was successful

Keep the new Confirmation # for records for future research, if necessary

A confirmation email will be sent from Homeowners Association to the email address provided. Save the email confirmation for future research

My Properties	My Profile	My Billing Info	FAQs	Welcome, First !	Sign Out	
Recurring	Payment	for the ABC	Test	Associat	ion	

Payment	Verify Schedule	Authorize	Confirm

Thank you!

Confirmation# 797945

You should also be receiving an email confirmation shortly.

Your recurring payment has been completed successfully.

Homeowners Assocation	ABC Test Association		
Management Company	Community Management, Inc.		
First and Last Name	First Last		
Homeowner ID / Account Number	1111		
Billion Address	1111 Street		
Dining Address	City, PA 11111		
Today's Date:	11/12/2018		
Date of First Payment	11/13/2018		
Amount of First Payment	125.00		

Return to Home Page

Logout

My Properties	My Profile My Billing In	nfo FAQs	Welc	ome, First !	Sig	
y Properties				Add a New Pro	operty	
ABC Test Association - Rental Delete Property						
Property Profile		Recurring Paymen	ts			
Property Address	City, PA	Next Payment		11/13/2	2018	
Homeowners Association Management Company	ABC Test Association Community Management, Inc.	Payment Day			1	
Homeowners ID	12345	Pay From		xxxxx7	456	
		Amount		\$12	5.00	
Edit Recurring Payment Make a One Time Payment View Payment Details/History						

Recurring Payment for the ABC Test Association

The set up page will open and reflect the Property information	Payment V	erify Schedule	Authorize	Confirm	
*	Indicates required fie	elds.			
	Property				Help
	Homeowners Asso	cation			ABC Test Association
Scroll down to the bottom of the	Management Com	pany		Com	nmunity Management, Inc.
page	Homeowner ID				12345
	Property Location				City, PA
Click Delete Recurring Payment	Back	Delete I	Recurring Payment	Sa	ve Recurring Payment
Click OK in the pop-up that asks if you are sure you want to	Payment Amount	Message	Message from webpage		
	Payment Method			o delete this?	ng xxxxx7654 ~
delete the payment			OK	Cancel	Add New Bank Account
		Back	Delete Recurrin	ng Payment	Save Recurring Payment

To delete a Recurring Payment Schedule click **Edit Recurring Payment** within the property

profile

	My Properties	My Profile	My Billing Info	FAQs	Welcome, First !	Sign Out	
Your property profile will reflect that you no longer have any recurring payments	My Properties Add a New Property						
	ABC Test Association - Rental Delete Property						
	Property Profile			Recurring Payments			
	Property Address	City, PA	You	You don't have recurring payments set up yet.			
	Homeowners Associat Management Compan	tion ABC Test As y Community N	sociation fanagement, Inc.				
	Homeowners ID	12345					

8913583 (Rev. 10/21)