

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: 844-739-2331 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 https://www.hoabankservices.com/ 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?
 - a. 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 <u>https://pay.allianceassociationbank.com/Home?cmcid=573E9F3C</u>
 - 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

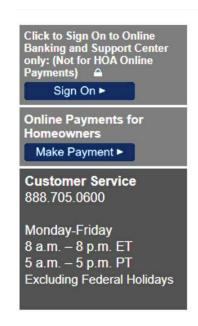


Set Up New Recurring Payments

Go to HOABankServices.com

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

https://www.hoabankservices.com/

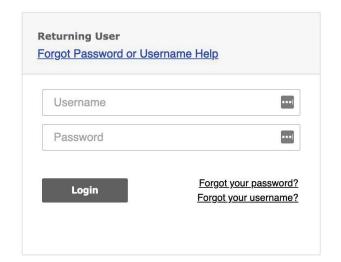


Enter your **Username** and **Password**

Click Login

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

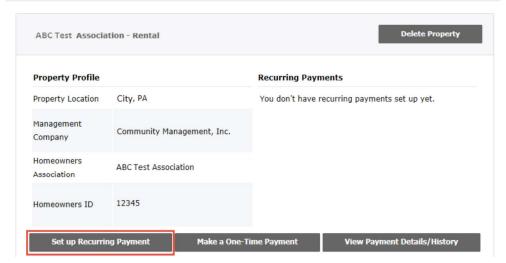
For help logging in the first time, click Forgot Password or Username Help (below Returning User) to refer to the First-Time Login Quick Reference Guide





Find your property profile under **My Properties**





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

Recurring Payment for the ABC Test Association

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 * Pennsylvania V City 11111 Contact Number * (Do not enter hyphens or Email * spaces) 1112223333 First@last.com



Define when and how often the payments should be made by complete the following fields:

Payment Day: The payment day of the month

Frequency: Every 1, 3, 6, or 12

months

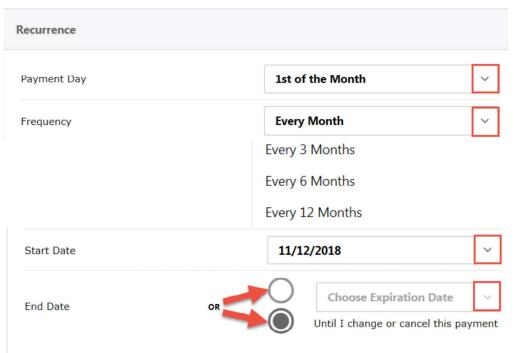
Start date: Date the requested schedule should be effective

End date:

 Enter the date the last payment should be made

OR

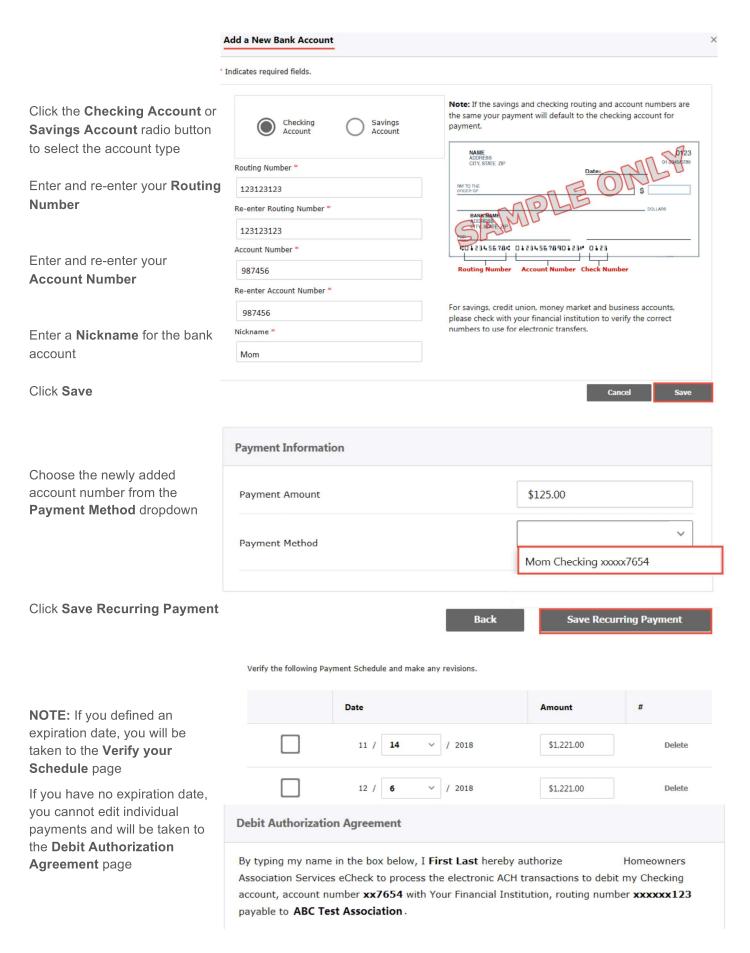
 Choose to continue until you change or cancel the recurring schedule





Payment Information Enter the Payment Amount \$125.00 Payment Amount Choose the bank account number from the **Payment** Payment Method Method dropdown Business Account Checking xxxxx7456 Back Save Recurring Payment Click Save Recurring Payment NOTE: If this is the first time you are making a payment as a Payment Method registered user, click the Add Add New Bank Account

New Bank Account link and complete the bank information fields to add additional accounts



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

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

> Extend Schedule

Through:

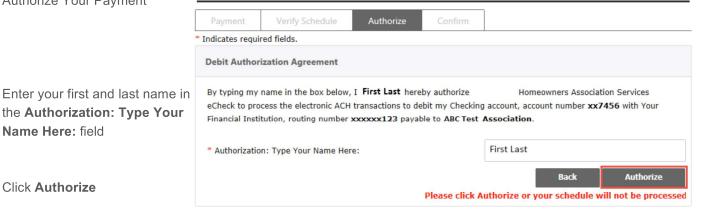
Choose a Month

Recurring Payment for the Falling Water Homeowners Association Inc Verify Schedule Payment Verify your Schedule Verify the following Payment Schedule and make any revisions. Date Amount 11 / 14 / 2018 \$1,221.00 Delete / 2018 \$1,221.00 Delete \$1,221.00 Delete v / 2019 \$1,221.00 Delete

Delete Selected **Submit Payments** Please click Submit Payments or your schedule will not be processed

Authorize Your Payment

Recurring Payment for the ABC Test Association



Click Authorize

Name Here: field



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

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

Recurring Payment for the ABC Test Association

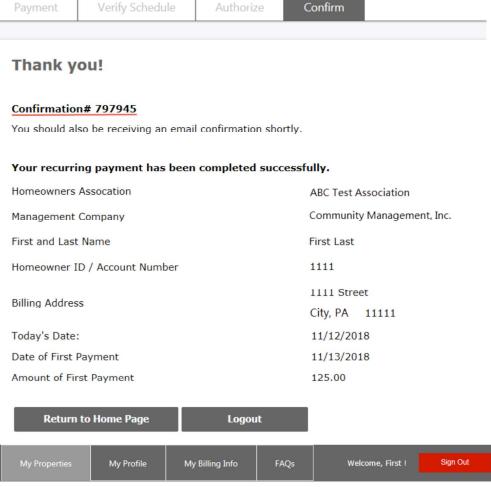
Keep the **Confirmation #** for

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

future research, if necessary

Click on the **My Properties** tab at the top of the page to verify your recurring payment

You will see your next scheduled **Recurring Payments** information



My Properties

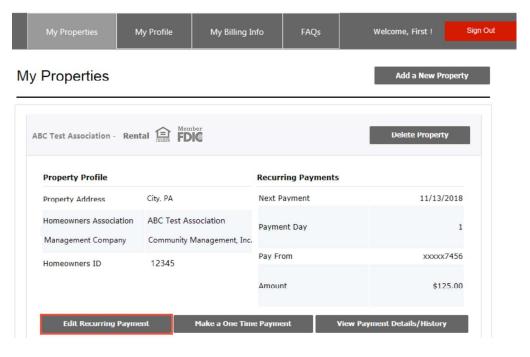
Delete Property ABC Test Association - Rental **Property Profile Recurring Payments** 11/13/2018 City, PA Next Payment Property Address ABC Test Association Homeowners Association Payment Day Management Company Community Management, Inc Pay From xxxxx7456 12345 Homeowners ID \$125.00 Make a One Time Payment

Add a New Property



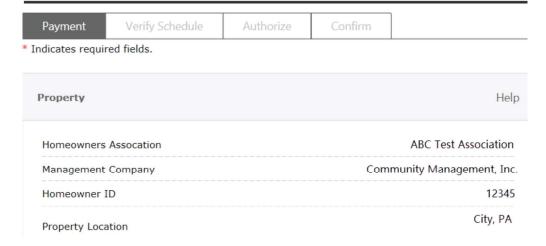
Edit Recurring Payments

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



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

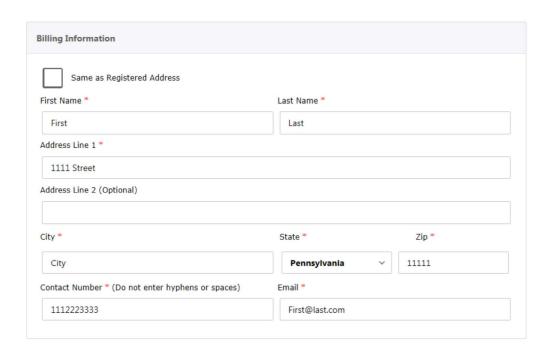
Recurring Payment for the ABC Test Association





Scroll down to the **Billing Information** page

Edit Billing Information fields, as necessary

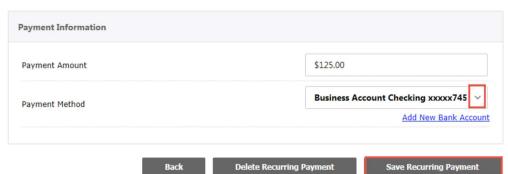


Edit any of the following Recurrence Recurrence fields: Payment Day: Which day of the 1st of the Month Payment Day month **Every Month** Frequency Frequency: Every, 3, 6 or 12 months Every 3 Months Start date: Date the requested Every 6 Months schedule should be effective Every 12 Months End date: Enter the date the last 11/12/2018 Start Date payment should be made OR Choose Expiration Date End Date Until I change or cancel this payment Choose to continue making payments until you change or cancel the recurring

schedule

Edit any **Payment Information**, as necessary

Click on Save Recurring **Payment**



Amount

\$1,221.00

\$1,221.00

Delete

Delete

Verify the following Payment Schedule and make any revisions.

Date

FDIC Member

14

NOTE:

If you set an expiration date,

If you have no expiration date,

you cannot edit individual payments and will be taken to

the Authorize page

you will be taken to the Verify your Schedule page where you may continue to edit each individual payment

Debit Authorization Agreement

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.

/ 2018

/ 2018

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

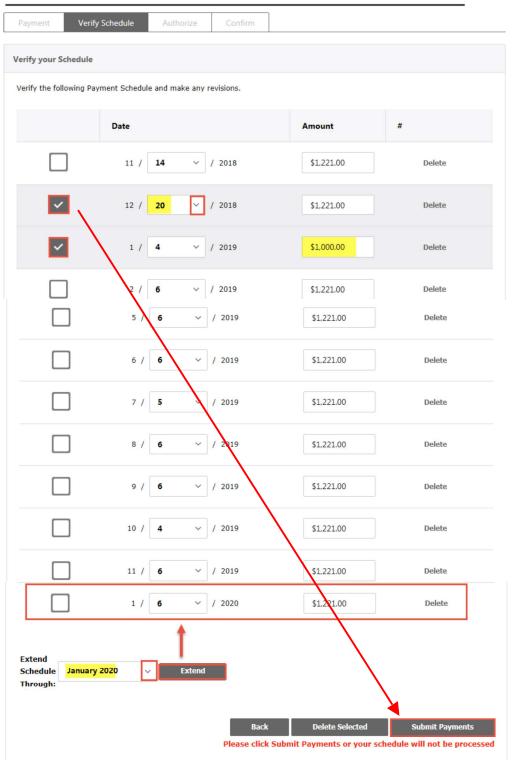
- Enter a new Amount
- Place a checkmark to the left of the payment
- Select Submit Payments

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

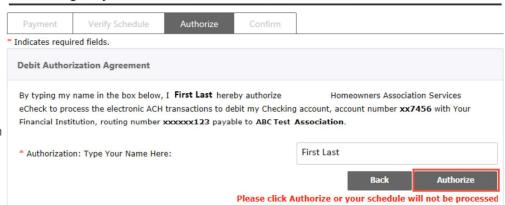






Authorize Your Payment

Recurring Payment for the ABC Test Association



Enter your first and last name in the Authorization: Type Your Name Here: field

Click Authorize

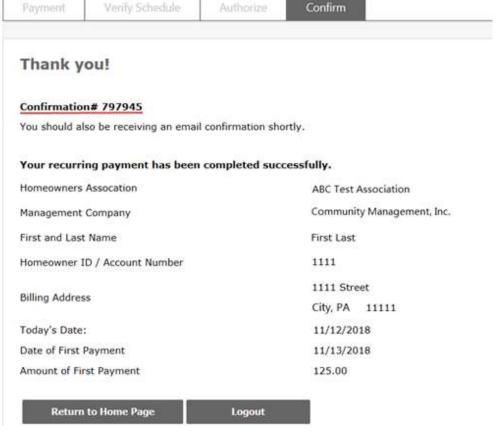
A confirmation message will appear letting you know that the e-check payment was successful



Recurring Payment for the ABC Test Association

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

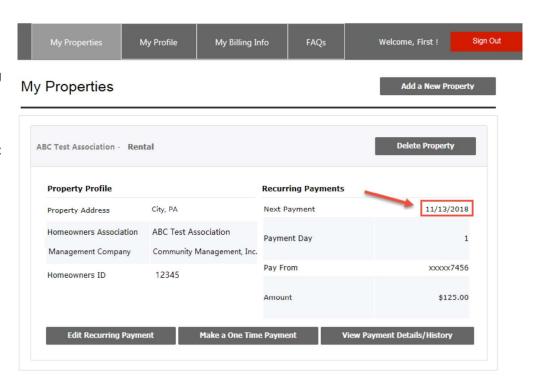
A confirmation email will be sent from Homeowners Association to the email address provided. Save the email confirmation for future research.



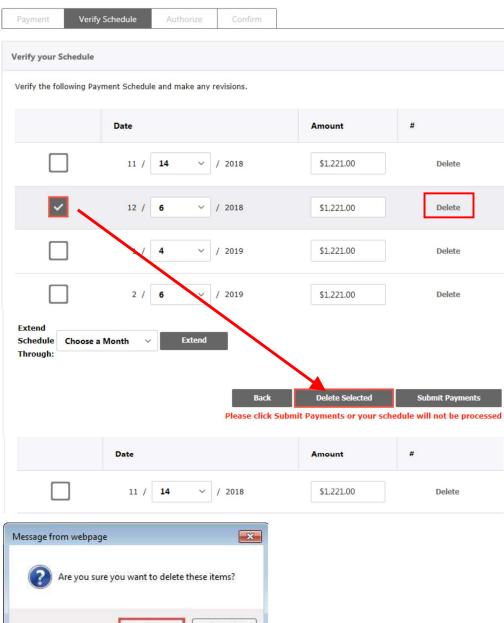
Delete Recurring Payments

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







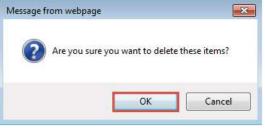
Place a checkmark to the left of the payment to be deleted

Click Delete Selected

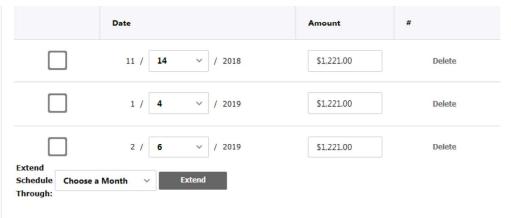
OR

Click **Delete** in the line you would like deleted

Click **OK** in the pop-up to confirm you want to delete the payment



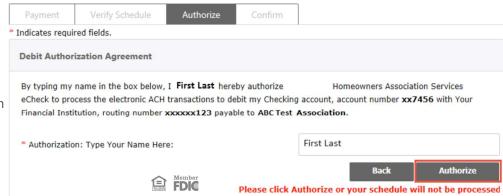
The payment line will no longer be reflected in the schedule



Select Submit Payments

Authorize Your Payment

Recurring Payment for the ABC Test Association



Enter your first and last name in the Authorization: Type Your Name Here: field

Click Authorize

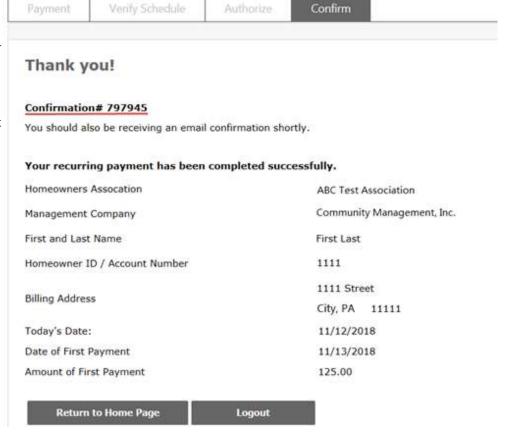
A confirmation message will appear letting you know that the e-check payment was successful

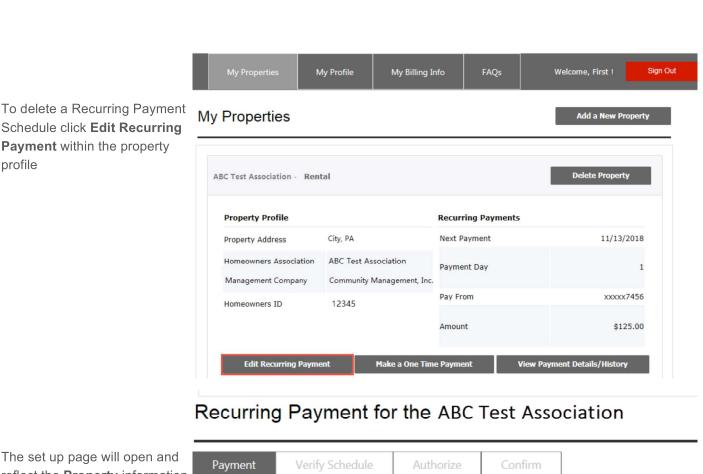


Recurring Payment for the ABC Test Association

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

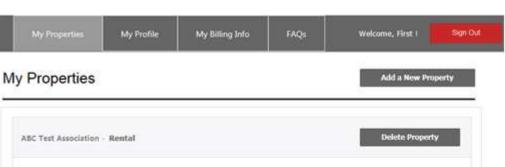
A confirmation email will be sent from Homeowners Association to the email address provided. Save the email confirmation for future research





The set up page will open and reflect the **Property** information * Indicates required fields. Property Help Homeowners Assocation **ABC Test Association** Scroll down to the bottom of the Community Management, Inc. Management Company page 12345 Homeowner ID City, PA Property Location Click Delete Recurring **Delete Recurring Payment** Save Recurring Payment Back **Payment** Σ3 Message from webpage Payment Amount Click **OK** in the pop-up that asks Are you sure you want to delete this? ing xxxxx7654 if you are sure you want to Payment Method delete the payment Add New Bank Account OK Cancel Save Recurring Payment

profile



Your property profile will reflect that you no longer have any recurring payments

