



ProCom

OWNER PAYMENT INFORMATION & OPTIONS

Enclosed is your association assessment payment invoice or coupon book. Please verify that the information on the invoice/coupon(s) is accurate. If changes are required or if you recently sold your home and are receiving this invoice/coupon book in error, please notify ProCom immediately.

Please note that assessment payments are due (meaning, they must be posted to your account) by the due date on the invoice/coupon(s). While there is a grace period before penalties are assessed, if your account has a balance after the due date, it is delinquent. To avoid delinquency and penalties, please account for mailing and processing time, and send your payment a week or two prior to each due date.

For your convenience, the association offers numerous payment options. Details and instructions for each are below:

PROCOM'S RECURRING ACH PROGRAM

The best way to pay your assessments is to enroll in ProCom's recurring automatic debit program. It is free, secure, and once enrolled, your payments will be automatically deducted from your linked bank account on each due date in perpetuity. In addition, if the assessment amount ever changes in the future, the debited amount will automatically change as well. The application can be found under the *Homeowner Resources* menu at www.procomgt.com. By signing up for this program, you will never have to worry about your assessment payment ever again. It truly is "Set it and forget it!" Please note that if you are already enrolled in this program, there is no need to re-apply or re-submit another form.

HAND WRITTEN CHECK OR MONEY ORDER

- Make the check payable to the association as stated on the invoice/coupon, *NOT PROCOM*
- Make sure that your account number and property street address are in the memo line.
- Mail the check with the coupon to the association (as stated on the invoice/coupon) c/o ProCom 0572, PMB/Box #134, 211 East Lombard Street, Baltimore, MD 21202-6102 at least seven days prior to the due date.
- Please DO NOT mail your check to ProCom in Millersville, as this will increase processing time.

Professional Community Management, Inc.
400 Serendipity Drive
Millersville, MD 21108
Phone: (410) 721-0777
Phone: (301) 261-0777
Fax: (410) 721-4854
www.procomgt.com

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- Any deviation from the instructions above may cause processing delays.

E-CHECK OR CREDIT CARD PAYMENT

- The association's bank is Pacific Western Bank. Visit their HOA Services website at <https://www.hoabankservices.com>
- In the *Online Payments for Homeowners* section, click the blue *Make Payment* button.
- If you are a returning user, enter your user name and password and log in. If you are a new user, either register for an account, or select the option to make a one-time payment as a guest.
- Follow the instructions to make the payment of your choice.
- Please note that recurring payments through Pacific Western Bank are not recommended because they are not truly automated. First, you are forced to choose an end date (which most owners forget or inadvertently ignore). Second, the recurring debited amount will not automatically adjust from one year to the next if assessment amount changes. If you wish to set up a recurring debit, ProCom's recurring automatic debit program is the best option. Details are above.
- If you have any questions, please contact Pacific Western Bank directly at 888-705-0600.

YOUR BANK'S ONLINE PAYMENT OPTIONS

- The payee must be the association's name as stated on the invoice/coupon, *NOT PROCOM*
- Make sure that your account number and property street address are in the memo line.
- Make sure that the payment is mailed to the association (as stated on the invoice/coupon) c/o ProCom 0572, PMB/Box #134, 211 East Lombard Street, Baltimore, MD 21202-6102. Please DO NOT have the payment sent to ProCom in Millersville, as this will increase processing time.
- Schedule the payment(s) for approximately 10 days prior to each due date as stated on the invoice/coupons. Contrary to popular belief, these payments are NOT being made electronically. Instead, your bank is most likely using a third party vendor to physically mail a check, which involves more processing time than any other payment option.

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