



October 18, 2021

RE: New Online Payment Options – Free Recurring ACH

Dear Homeowners,

Earlier this year we announced the launch of the Owner Access Portal, which is a new online platform that allows homeowners to view their assessment account balance and payment history in real time. The Portal also provides an option to review any outstanding enforcement actions and correspond directly with Management regarding the same. If you have not registered for the Portal, please complete the registration via the link provided in the email to which this notice is attached.

As part of the Portal launch, we're transitioning to a new email distribution mechanism. While in transition emails are distributed via the old and new systems. Please excuse duplicates you may receive until the email migration is complete, which we expect to happen by yearend. If you are registered for the Portal, you are already enrolled in our new email distribution system.

The next phase of our online expansion includes new payment options and email distribution of monthly assessment statements. The first email statement was sent to all homeowners for which we have an email address on 5/1/21 as a trial run. Since then, statements have been sent by email on the 1st of each month to homeowners with an outstanding balance. Accounts with a zero balance do not receive a statement.

This change reduces expenses in mail production and increases accountability by delivering your specific assessment account balance directly to your email inbox each month. Best of all, we now offer a **FREE recurring ACH payment option through the Portal!** To enroll, register for the Portal then follow the AutoPay Instructions attached here to and also linked to the homepage at www.montrosehoa.com.

Once enrolled in AutoPay through the Portal, the assessment will be debited from your checking account beginning on the next due date and then again each due date thereafter until cancelled. The Portal does not take into account any outstanding balance or credits remaining on the homeowner's account at the time of AutoPay enrollment. This means that any outstanding balance must be paid another way, either check by mail or one-time Portal payment (for which the Portal charges a nominal fee). Conversely, any credits that exist on your account with the HOA will not be taken into account when the AutoPay is debited on the next assessment due date; the exact assessment amount will be debited from your checking account regardless as to if the amount owed differs. Please take this into consideration when determining when to enroll in AutoPay.



The existing online payment platform (PayLease powered by Zego) will remain active during the transition so homeowners have time to cancel scheduled payments (if any) and register a new payment through the Portal. BUT HURRY – the transition away from PayLease powered by Zego will conclude at the end of this year. As of 1/1/2022, any payments scheduled through the old system (PayLease powered by Zego) will be cancelled. Be sure to cancel any outstanding PayLease payments and enroll a new payment through the Portal so your dues are paid timely next year.

Of course, we continue to accept check by mail or personal delivery. Auto-payments established through your banking institution's online bill pay are also accepted. To ensure proper posting, all payments must have the subject address or the HOA account number written on the memo line.

Thank you for your continued support as we work to improve our online offerings. Please reach out with any questions or concerns you may have.

In partnership,
Rockwood Property Management
Phone: (509) 321-5921

Helpful Links:

HOA Website www.montrosehoa.com

Your HOA's website is updated regularly with information pertinent to ownership. Records such as governing documents, financial reports and minutes are available for review and download. Links to the Portal, PayLease and other resources are linked to the HOA website homepage.

[Owner Access Portal](#) (linked to the homepage at www.montrosehoa.com)

This is our new online platform where owners may login to view their assessment account balance, review enforcement actions and enroll in FREE recurring ACH payments. If you don't have a login, please request an email invitation via the HOA's website homepage (see above link).

[PayLease Powered by Zego](#) (linked to the homepage at www.montrosehoa.com)

This is the existing online payment platform that will be discontinued later this year. Please cancel any existing PayLease payments and make other arrangements for payment of assessments in 2022.