

VANTAGE COMMUNITIES

GOVERN | MAINTAIN | ENHANCE

ABOUT YOUR STATEMENTS & PAYMENT OPTIONS

Below are variety of Payment Options available to owners in Vantage-managed communities. These payment options may vary depending on your Association and the scope of service they selected.

RECEIVE A PAPER STATEMENT (If your HOA/COA processes statements)

– If you select this option, you will receive a paper statement with inserts in the same mailing, which will include a remittance envelope. **You will need to return the remittance coupon at the bottom of the statement with your check, using the envelope included, and return it to our office at address: 8290 28th Ct NE, Ste C, Lacey, WA 98516.**

PAY BY CHECK – To pay by check, you must mail your payment to your **Association c/o Vantage Community Management at 8290 28th Ct NE, Ste C, Lacey, WA 98516 with the remittance coupon, using the return envelope.** Without a coupon, your payment may be delayed or misapplied.

RECEIVE AN EMAIL STATEMENT REMINDER (If your HOA/COA processes statements) – Notify Vantage if you would like to select this option. Instead of a paper statement, you will receive an email notification that the statement is available on the Association's Hometastic Website. You will be able to log in and view your statement and even print it out. **However, it is designed for use as a prompt for making Electronic Payments as no envelope is available.** To set this up, contact Vantage at: accounting@vantagecommunities.net.

PAY BY ELECTRONIC PAYMENT – ZEGO, a third-party provider, offers homeowners the ability to make one-time payments, recurring payment scheduling, and payments with eChecks, credit or debit cards. Please note there is a surcharge applied by ZEGO when making online payments. Surcharge funds are not retained by Vantage or your Association. ZEGO's Residential Support Team offers 24/7 availability. **Card Payments submitted prior to 2:15 p.m. PST (eChecks have until 3:30 PST) Monday through Friday, excluding holidays, are processed the same day.**

PAY BY ACH (Automated Clearing House) – This option (if your HOA/COA is not billed annually) is set up and **processed** by Vantage by the **5th business day** after the first day of the billing month, usually between the 5th and the 7th of the month and you should see activity in your bank account 1-2 business days thereafter. The advantage of this option is that the payment is tied to the

Association's accounting system and will ensure your payment picks up any additional charges and any changes in your assessment amount, preventing delinquencies. To set this up, contact Vantage at:
accounting@vantagecommunities.net.

PAY BY BILL PAY – Bill-Pay is a feature that is typically established through your bank. This transaction is a service that your bank offers. After you log into your bank, you would "cut a check" made payable to your association. Your bank would then process the payment, create a check, and physically mail the check out to your **Association c/o Vantage Community Management at 8290 28th Ct NE, Ste C, Lacey, WA 98516**. Please note that this form of payment still requires time to process since it is not an electronic payment. It is important that you allow additional time (5 – 7 days) for the entire process to be completed, and that you plan the payment in advance to avoid late fees. Please remember to put your account number (found on your statement) on the payment.

ATTENTION OWNERS! – Please be sure that you have only one payment method set up to pay your Dues/Assessments to avoid overpayments.

CONTACTING VANTAGE — Our physical office is located in Lacey's Hawks Prairie area, at 8290—28th Court NE, Ste C, Lacey, WA 98516 (off Exit 111). Our office hours are 10AM to 2PM, Monday through Thursday. Please note that our office is closed for walk-ins on Fridays. We encourage those requests and concerns be emailed to hoa@vantagecommunities.net. Our standard is to return most requests within 48 hours. If you require one-on-one assistance, please email us to schedule an appointment as we cannot guarantee staff will be available for a walk-in.