

Greetings,

We hope this message finds you well. We're contacting you to provide an update regarding payment processing options for your HOA/COA dues and assessments.

Please note that this only applies to owners who have been using Zego to make payments. If you already utilize any of the payment methods listed below, you will not be affected.

This communication supersedes any prior communication you may have received regarding Zego or online payments.

We previously advised that Zego (the third-party online payment processing service) would be discontinued for use and that communication would be provided after the 22nd of this month. We apologize for the delay with this update; we have encountered a couple of technical obstacles regarding the transition from Zego to Vantaca Pay, which is preventing Vantaca Pay from being activated.

As such, Zego will remain active and useable until further notice.

For ease of reference, here is a list of all currently available payment options:

Auto Pay: You can set up autopay directly with us (Vantage) at the accounting level, which bypasses the third-party process and ensures your primary assessments/dues will always be paid in full and on time. You also avoid any third-party processing fees with this method.

Online Payments: You can **access Zego directly from their website**, set up your account, and make a single payment or activate recurring payments at your discretion. If you have canceled your recurring Zego payments in anticipation of using Vantaca Pay, we apologize for the inconvenience, as you will need to reactivate those recurring payments in Zego once again.

Bill Pay: You can use your bank or financial institute to set up and send routine payments to our office for processing. You would contact your bank/financial institute (or log into their online portals) and provide the same information as is listed below for check payments.

Check Pay: You can write a check and mail/deliver to our office for direct processing. You should make your check payable to your Association, and mail it to the following address:

Sunwood Lakes HOA
C/o Vantage Community Management
8290 28th Ct NE, Ste C
Lacey, WA 98516