



Union Bank Homeowner Association Services **Smartstreet® Technology Platform Payment Options**

360 Community Management is pleased to announce that we can now offer you the valuable services of Union Bank Homeowner Association Services, one of the industry’s leading providers of banking and payment processing solutions for homeowners and associations.

Union Bank is a strong and stable full-service bank. Their proprietary Smartstreet® technology platform offers you a choice of convenient options to pay dues and assessments online, including:

- eCheck
- Credit Card*

You have the option to pay your dues by sending the check and payment coupon. However, paying electronically gives you some advantages we think you’ll appreciate:

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| <ul style="list-style-type: none"> ▪ Free and easy to use ▪ Saves time, it only takes a minute | <ul style="list-style-type: none"> ▪ No envelopes, stamps, or checks ▪ Secure – no threat of theft from mailboxes |
|--|---|

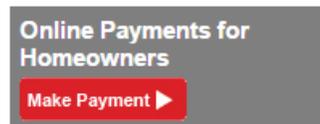
eCheck Online Payment

How it works:

Set up a one-time or recurring payment using eCheck.

What to do:

1. Login to **www.hoabankservices.com**
2. Select the red Make Payment button



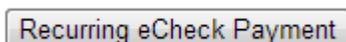
3. Click on the eCheck button:



4. Then click on the Register Now button:



5. Enter your Association Name and follow the instructions on the screen.
6. Enter the needed information to create a login.
7. You will need to choose a password the conforms to the following guidelines:
 - At least 1 or more Upper Case letters (A-Z)
 - At least 1 or more lower case letters (a-z)
 - At least 1 or more numbers (0-9)
 - Must be at least 8 characters/numbers in length
8. Login and answer several security questions.
9. Click on the Recurring eCheck payment button:



**There is a \$14.95 convenience fee and a \$3,000 maximum per transaction if you pay via a credit card.*

10. Fill in your Association Name again, and then under Account number, enter only the letter/number after the * (so for 322*123 you would only enter the 123).
11. Enter the dues amount and the day of the month that you would like the payments pulled on (must be 3-4 days prior to the end of the grace period to avoid late fees).
12. You are then given the option of how many payments you would like to set up. **Although the initial page only gives you the option of a year**, on the following page you can extend that. Be sure to confirm on the last page or the set up will not be complete.

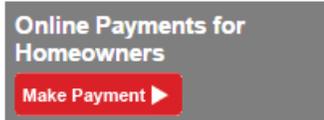
Credit Card* Online Payment

How it works:

Set up a one-time payment using Visa[®], MasterCard[®], American Express[®] or Discover[®].

What to do:

1. Log in to **www.hoabankservices.com**
2. Select the red Make Payment button



3. Choose the **"Pay as Guest"** option.
4. Select your association and follow the instructions on the screen

Mail Check and Payment Coupon/Lockbox

How it works:

Mail a check and payment coupon or statement **5 to 7 business days before your assessment due date**.

What to do:

1. Write a check payable to your Homeowners Association, as it is written on the coupon/statement.
2. Mail the check and payment coupon to the address listed on the coupon/statement.
Important: Write your homeowner account number on your check as it appears on the coupon/statement.

Your Bank's Online Bill Pay

How it works:

Set up your community association as a payee on your bank's online pay system. Please note that this option involves your bank sending a check. It is not done electronically, so payments must be set up to be sent out **at least 7 business days before your assessment due date**.

What to do:

1. Please complete your bill pay setup exactly as follows:
 - Payee: Your Association Name
 - Address 1: C/O 360 Community Management
 - Address 2: P.O. Box 45472
 - City/State/Zip Code: San Francisco, CA 94145-0472

Important: Reference your homeowner account number as it appears on the payment coupon or statement.

If you have any questions, please contact 360 Community Management at 619-270-7360.

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