



Union Bank Homeowner Association Services
Smartstreet® Technology Platform Payment Options

360 Community Management is pleased that we can 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; however, paying electronically gives you some advantages we think you'll appreciate:

- Free and easy to use
- No envelopes, stamps, or checks
- Saves time, it only takes a minute
- Secure – no threat of theft from mailboxes

eCheck Online Payment or Credit Card Online* Payment

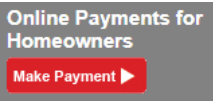
**There is a \$14.95 convenience fee and a \$3,000 maximum per transaction if you pay via a credit card.*

Pay as Registered User

How it works:

Set up recurring payments using E-Check, or set up a one-time payment using a Credit/Debit Card or E-Check

What to do:

1. Login to www.hoabankservices.com
2. Click on the red 'Make Payment' button

3. In the Register for a Free Account box, click 'Create an Account'
4. Click 'Get Started'
5. Enter your Association Name and click 'Find'
6. Enter your HOA account number. Enter only the number after the * (so for 333*145, you would only enter the 145). If unknown, please contact management.
7. Click 'Continue'
8. Review registry information to ensure everything is correct, and click 'Yes, Continue to Register'
9. Enter your Personal Information, Login ID, and Password using the instructions on the screen
10. Check the Terms box and click 'Register'
11. Click 'Continue to Login'
12. Login and answer several security questions, then click 'Verify' and 'Continue'
13. Select 'Set up Recurring Payment' or 'Make a One-Time Payment' and follow the instructions/prompts on the screen

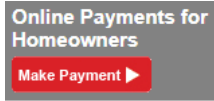
Pay as Guest

How it works:

Set up a one-time payment using a Credit/Debit Card or E-Check

What to do:

1. Log in to **www.hoabankservices.com**
2. Click on the red 'Make Payment' button



3. In the Make a One-Time Payment as a Guest box, click 'Make a One-Time Payment' button
4. Enter your Association Name and click 'Find'
5. Enter the Homeowner's account number. Enter only the number after the * (so for 333*145, you would only enter the 145). If unknown, please contact management.
6. Click 'Continue' and follow the instructions on the screen

Mail Check to the Lockbox

How it works:

Mail a check **5 to 7 business days before your assessment due date.**

What to do:

1. Write a check payable to **your homeowners association.** The check should **NOT** be made out to 360 Community Management.
2. Mail the check to the address below:
 - 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: Write your homeowner account number on your check as it appears on your statement.

Mail/Drop off Check to Management

How it works:

Mail or bring the check to 360 Community Management office. Note, payment must be received **on or before the 15th** in order to avoid any late fees.

What to do:

1. Write a check payable to **your homeowners association.** The check should **NOT** be made out to 360 Community Management.
2. Mail or bring the check to 10769 Woodside Ave, Suite 210, Santee, CA 92071

Important: Write your homeowner account number on your check.

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 your statement.

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