

Dear Homeowner,

Effective January 1, 2014 your monthly maintenance fee payments will be processed by Association Capital Bank, a Division of Texas Capital Bank. Following is some information regarding payment options available for making your monthly payments.

**FOR CUSTOMERS WHO PAY ONLINE:**

**The Echeck payment service is free of charge to process your payment online from your bank account.** A nonrefundable convenience fee of \$10.00 will be charged for processing your payment online via Credit Card (Visa®, Discover® or MasterCard®), should you choose to pay using this method. The Association does not receive credit for this fee.

FOR BOTH Echeck and Credit Card, payments made **before 7pm CST / 8pm EST** on any business day will be processed on that business day. Payments made **after 7pm CST / 8pm EST** on any business day, weekend, or Federal holiday, will be processed on the following business day.

Association EPayment Web Address: <https://revo4server.com/search/renner.php>

**FOR CUSTOMERS WHO PAY BY CHECK:**

In order to avoid posting delays, or errors, we strongly recommend the following guidelines:

- Mail your payment and coupon together in the envelope provided.
- Make your check payable to your Condo or Homeowner's Association and write your 5-digit homeowner account number on the memo line.
- Do not make checks payable to Association Capital Bank or Renner Management Group, as this may result in a delay in processing your payment.
- Do not send post-dated checks. Association Capital Bank will process post-dated checks on the day they are received and will not hold any checks.
- Do not include any correspondence related to your property or association, this should be sent to the Renner Management office.

**FOR CUSTOMERS WHO USE ONLINE BILL PAY OR RECURRING PAYMENTS THROUGH THEIR OWN BANK:**

- **\*\*NOTE:** Using Online Bill Pay through your bank may result in a physical check being mailed; we recommend utilizing the eCheck option noted above to avoid delays in your payment.
- If you use an online bill payment service through your bank, you must use the 5-digit account number provided to you by Renner Management which can be found on your coupons. This account number is unique to each Homeowner's property address. If you own more than one property or if you have more than one payment obligation, you will have different account numbers for each payment. **Using incorrect account numbers or omitting the account number may delay or cause errors in the posting of your payment.**
- Make your check payable to your Condo or Homeowner's Association.
- Do not make checks payable to Association Capital Bank or Renner Management Group, as this may result in a delay in processing your payment.
- Address payments to:  
(Association Name)  
PO Box 5703  
Carol Stream, IL 60197-5703

**NEVER WORRY ABOUT MISSING A PAYMENT – SIGN UP FOR ACH!** If you are interested in enrolling in ACH payments through Renner Management Group, you may find the ACH form online at [www.rennermgmt.com](http://www.rennermgmt.com).

We value you as a homeowner and hope you find these payment options helpful. If you have any questions please don't hesitate to call us at (440) 237-5567. We are available from 8:30-5:00 and look forward to assisting you.

Sincerely,  
RENNER MANAGEMENT GROUP, INC.