

Dear Homeowner,

Following is some information regarding payment options available for making your monthly payments:

FOR CUSTOMERS WHO PAY ONLINE BY E-CHECK OR CREDIT CARD:

The Echeck payment service is free of charge to process your payment online from your bank account. A nonrefundable convenience fee of 3.25% will be charged for processing your payment online via Credit Card (Visa®, Discover®, MasterCard® or American Express®), should you choose to pay using this method. The Association does not receive credit for this fee.

Association EPayment Web Address: Sign up at **GoZego.com** as a "Homeowner". You will need to know your association name and 5-digit account number. **To enter your account number you must first place 000 in front of the unique account code. (ie: 00012345)**

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 Pacific Premier Bank or Renner Management Group, as this may result in a delay in processing your payment.
- Do not send post-dated checks. Pacific Premier 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:

- **Completely Delete** your former bill pay payee for maintenance fees after your last payment has processed.
- ****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 Pacific Premier Bank or Renner Management Group, as this may result in a delay in processing your payment.
- Address payments to:
(Association Name)
PO Box 33764
Detroit, MI 48232-3764

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.