

Dear Homeowner:

NAM Association Management, Inc. has transitioned to a partnership with CINC Systems, LLC and Heritage Bank to provide your community's payment processing, banking and web services. We think you will see a positive impact from these partnerships, and we look forward to continuing to provide you with the highest level of service.

For your convenience, NAM Association Management, Inc. in conjunction with CINC Systems, LLC will provide the following methods of payment.

- 1) **ACH Payments:** NAM Association Management, Inc. in partnership with Heritage Bank can draft your bank account for your association assessments. Please complete and return the attached ACH Authorization form to NAM Association Management, Inc. at P.O. Box 10968, Pleasanton, CA 94588, email to cdominguez@neighborhoodam.com, or fax to 925-495-4542. **All drafts will occur on the 10th of the month. Please submit your form prior to the 9th of the month in order to have your HOA dues automatically debited for that month.**
- 2) **Online Payments:** For a small convenience fee, you can make online payments using either e-check (\$2.99) or a credit card (3.25%). To make your payments, please go to our website at **nam.cincwebaxis.com**. This website has been specifically designed to allow you the convenience of making your payments online and accessing your account information. On your first visit to the website, you will need to register for secure access. Simply click on the "Register" button and complete the information required. Once your registration request is reviewed and validated by NAM Association Management, Inc., you will receive an email with a link to set your password. You can then log in with your email address and new password to make payments and access information about your community.
- 3) **Online Recurring Payments:** Our website also allows you to set up automatic recurring payments. To setup your recurring payments, log into your account and then click the Pay Assessments Link. On the Pay Assessments page, you can choose to set up your recurring payments for e-checks or credit card by clicking on the New Recurring Echeck or New Recurring Credit Card link. For a small convenience fee, you can make online recurring payments using either e-check (\$1.99) or a credit card (3.25%).
- 4) **Lockbox Service:** You can send your payment by check to **P.O. Box 1438, San Jose, CA 95109-1438**. When writing your check, please make sure to make it payable to your Association and include your account number on the memo line.
- 5) **Bill Pay:** If you would like to pay your assessments using an online bill payment service or your personal bank's online payment service, you must set up a new payee using the updated information below. Also, please be sure to include your account number on the check to ensure your payment is posted promptly.

**Your Association Name
c/o NAM Association Management, Inc.
P.O. Box 1438
San Jose, CA 95109-1438**

Please let us know if you have any questions regarding the transition to our new software or any of the features that will be available.

Sincerely,

NAM Association Management, Inc.