Ways To Pay Your Dues:

OPTION 1 - Online through the Association's Bank:

Please visit: www.fieldstonerp.com/resident login/ .You can then complete either the one-time payment or recurring payments.

- ♦ Fees may apply; Credit card: % of amount _or_ $ per occurrence.
- ♦ ACH; Checks can take 7-10 business days to reflect.

OPTION 2 - Bill Pay through your Personal Bank:

You can also set up an online bill pay via your personal bank using the information provided below and on your coupon book.

- ♦ Adjust the Deliver by Date to match the Association payment due date
- ♦ Payee Name: **Your Community Association Name** *(Your HOA name)*
- ♦ Payee Address: Alliance Association Bank, P.O. Box 628902, Orlando, FL 32862
- ♦ Payee Phone number: 844-739-9231 Customer Service

OPTION 3 - Checks in the US Mail:

Make Checks Out To:

Your Community Association Name with your Account in the Memo Line

Mail To:

Your Community Association Name *(Your HOA name)*

P.O. Box 628902

Orlando, FL 32862

~Checks can take 7-10 business days to reflect~

~Holidays and Weekends can delay Delivery~

Frequently Asked Questions

1. If I have auto pay set up, do I need to do anything?
    a. If auto pay is set up with Pacific, yes, need to cancel and set up new auto pay with Alliance.
    b. If auto pay is set up through your bank's online bill pay, yes, need to cancel and set up new auto pay with Alliance.
    c. If auto pay is set up with Paylease, the only change that needs to occur is adjust auto pay amount if there is an assessment change.
2. Where can homeowners access their autopay for Pacific and how can they cancel?
    a. By logging in at https://www.hoabankservices.com/ and adjusting their autopayment schedule. See "HOA_RecurringPayments_QRG.PDF"
3. Will people be able to use the existing Comweb portal for owner payments?
    a. See #2
4. When will autopayments expire in Pacific?
    a. Depends on what the homeowner set the expiration date as. See "HOA_RecurringPayments_QRG.PDF"
5. When will FAM turn off autopayments with Pacific?
    a. When we fully close out Pacific bank accounts, 1st quarter 2022.
6. What is Alliance's customer service number to help with online payments?
    a. (844)739-2331 from 7:00 am until 5:00 pm Pacific Standard Time, Monday through Friday.
7. How do owners set up new payments?
    a. Homeowners can pay multiple ways:
        i. Through ComWeb – Paylease
            1. Once SSO goes live with ComWeb/Alliance, payments will be made through Alliance's online website instead of Paylease.
        ii. Through Alliance's website directly - https://pay.allianceassociationbank.com/Home?cmcid=573E9F3C
        iii. Setting up online bill pay through their bank directly. See "IMPORTANT.PDF"
            1. If phone number is required, use Alliance customer service number (844)739-2331
        iv. Mailing payment through lockbox
8. What is the management company ID and Association ID?
    a. Management Company ID: 3265
    b. Association ID: TOPS ID for the community
9. This can be found on the scan line of all statements/coupons mailed out.
10. Why are there two operating accounts on the balance sheet?
    a. Money will be coming into the new Alliance operating accounts through closings, 2022 payments, etc. Money will slowly be moved from Pacific to Alliance due to checks clearing and homeowners still making payments through Pacific.
11. How will the bank change affect Paylease?

a. The new bank account and routing numbers will be provided to Paylease by the end of the month. As of today, any payments made in Paylease are deposited to the Pacific accounts. Once the new account numbers are provided to Paylease, the payments will be deposited to Alliance accounts. Homeowners should not see any change.
b. In addition, Alliance and Comweb have plans for SSO. Still waiting on ETA. Once that goes live, we will not be using Paylease anymore.

IMPORTANT ANNOUNCEMENT
UPDATED MAILING ADDRESS

We are excited to announce that Alliance Association Bank (AAB), a division of Western Alliance Bank is now processing your assessment payment. AAB works exclusively with common interest associations and is committed to providing you and your association first-in-class service.

Please include your coupon with all assessment payments and mail all assessment payments to:

> <Association Name>
> c/o Fieldstone Association Management
> P.O. Box 628902
> Orlando, FL 32862-8902

If you are using online bill pay through your bank, please login to the service, stop/delete your existing payment, and create a new payment with our new processing address:

> <Association Name>
> c/o Fieldstone Association Management
> P.O. Box 628902
> Orlando, FL 32862-8902

Important: When setting up a new payment, please ensure you include your association ID and account number, located on your statement or coupon booklet.

**Failure to update the address in your online bill pay system may
result in delayed and or returned payments.**

We kindly ask that you mail your assessment to the address listed above to ensure prompt and speedy processing of your payment.

**Failure to update your address may result in a late payment fine
or your check being returned to your address.**

Thank you for your kind consideration of this request. Please do not hesitate to contact us for any reason--we will look forward to a long and satisfying relationship.

Setting Up, Editing, and Deleting Recurring Payments
Quick Reference Guide

This guide walks you through setting up, editing, and deleting a recurring payment schedule as a registered user.

Set Up Recurring Payments (page 2)
- Pay with e-check
- Schedule monthly, quarterly, semi-annual, and annual recurring payments to be made on the day of your choice
- Choose an expiration date or leave it open-ended until you decide to cancel the schedule

Edit Recurring Payments (page 10)
- Update your payment amount as dues change
- Change a schedule's payment date, recurrence, and expiration date
- For a schedule with a defined expiration date, edit the payment dates and amounts within the schedule

Delete Recurring Payments (page 15)
- Delete the full schedule
- For a schedule with a defined expiration date, delete individual payments within the schedule

FOR CLIENT USE ONLY

Set Up New Recurring Payments

Go to **HOABankServices.com**

https://www.hoabankservices.com/

Under the **Online Payments for Homeowners** section on the left-hand navigation bar, click **Make Payment**

Click to Sign On to Online Banking and Support Center only: (Not for HOA Online Payments) 🔒

Sign On ▶

Online Payments for Homeowners

Make Payment ▶

Customer Service
888.705.0600

Monday-Friday
8 a.m. – 8 p.m. ET
5 a.m. – 5 p.m. PT
Excluding Federal Holidays

Enter your **Username** and **Password**

Click **Login**

NOTE: For **first time logins**, you will be asked to select and answer 3 **forgotten password** questions and **3 enhanced security** questions

For help logging in the first time, click **Forgot Password or Username Help** (below Returning User) to refer to the First-Time Login Quick Reference Guide

Returning User
[Forgot Password or Username Help](#)

Username

Password

Login

Forgot your password?
Forgot your username?

Find your property profile under **My Properties**

My Properties

Add a New Property

ABC Test Association - Rental   **Delete Property**

Property Profile   **Recurring Payments**

Property Location   City, PA   You don't have recurring payments set up yet.

Management
Company   Community Management, Inc.

Homeowners
Association   ABC Test Association

Homeowners ID   12345

| Set up Recurring Payment | Make a One-Time Payment | View Payment Details/History |

Click **Set up Recurring Payment** from within the property profile

Recurring Payment for the ABC Test Association

The setup page will open and reflect the Association and Homeowner ID information entered at registration

NOTE: If you are making payments for multiple properties, verify that you have chosen the correct association profile

| Payment | Verify Schedule | Authorize | Confirm |

* Indicates required fields.

Property   Help

Homeowners Assocation   ABC Test Association

Management Company   Community Management, Inc.

Homeowner ID   12345

Property Location   City, PA

Scroll down to the **Billing Information** section

Complete the required **Billing Information** fields

Click in the **Same as Registered Address** box if the information is the same as the registration information.

NOTE: If the incorrect information is prefilled, you can update any field

Billing Information

☑ Same as Registered Address

First Name *

First

Last Name *

Last

Address Line 1 *

1111 Street

Address Line 2 (Optional)

City *

City

State *

Pennsylvania ⌄

Zip *

11111

Contact Number * (Do not enter hyphens or spaces)

1112223333

Email *

First@last.com

Define when and how often the payments should be made by complete the following fields:

Payment Day: The payment day of the month

Frequency: Every 1, 3, 6, or 12 months

Start date: Date the requested schedule should be effective

End date:

– Enter the date the last payment should be made

    OR

– Choose to continue until you change or cancel the recurring schedule

Recurrence

Payment Day	1st of the Month
Frequency	Every Month
	Every 3 Months
	Every 6 Months
	Every 12 Months
Start Date	11/12/2018
End Date	OR Choose Expiration Date
	Until I change or cancel this payment

Payment Information

Enter the **Payment Amount**

Payment Amount — `$125.00`

Choose the bank account number from the **Payment Method** dropdown

Payment Method —

Business Account Checking xxxxx7456

Click **Save Recurring Payment**

Back | Save Recurring Payment

NOTE: If this is the first time you are making a payment as a registered user, click the **Add New Bank Account** link and

Payment Method —

Add New Bank Account

complete the bank information fields to add additional accounts

* Indicates required fields.

Click the **Checking Account** or **Savings Account** radio button to select the account type

Enter and re-enter your **Routing Number**

Enter and re-enter your **Account Number**

Enter a **Nickname** for the bank account

Click **Save**

○ Checking Account   ○ Savings Account

Note: If the savings and checking routing and account numbers are the same your payment will default to the checking account for payment.

NAME
ADDRESS
CITY, STATE ZIP   0123
                                        01-2045/6789
                              Date:
PAY TO THE
ORDER OF $
                                        DOLLARS
BANK NAME
ADDRESS
CITY, STATE ZIP
FOR

SAMPLE ONLY

⑆012345678⑆ 0123456789123⑈ 0123

Routing Number   Account Number   Check Number

Routing Number *

123123123

Re-enter Routing Number *

123123123

Account Number *

987456

Re-enter Account Number *

987456

Nickname *

Mom

For savings, credit union, money market and business accounts, please check with your financial institution to verify the correct numbers to use for electronic transfers.

Cancel   Save

Payment Information

Choose the newly added account number from the **Payment Method** dropdown

Payment Amount	$125.00
Payment Method	⌄
	Mom Checking xxxxx7654

Click **Save Recurring Payment**

Back   Save Recurring Payment

Verify the following Payment Schedule and make any revisions.

NOTE: If you defined an expiration date, you will be taken to the **Verify your Schedule** page

If you have no expiration date, you cannot edit individual payments and will be taken to the **Debit Authorization Agreement** page

	Date	Amount	#
☐	11 / 14 ⌄ / 2018	$1,221.00	Delete
☐	12 / 6 ⌄ / 2018	$1,221.00	Delete

Debit Authorization Agreement

By typing my name in the box below, I **First Last** hereby authorize   Homeowners Association Services eCheck to process the electronic ACH transactions to debit my Checking account, account number **xx7654** with Your Financial Institution, routing number **xxxxxx123** payable to **ABC Test Association** .

Member FDIC

If you defined an expiration date, verify the list of individual payments in your schedule and select **Submit Payments**

Refer to the Editing Recurring Payments section to edit dates and amounts of specific payments

Recurring Payment for the Falling Water Homeowners Association Inc

| Payment | Verify Schedule | Authorize | Confirm |

Verify your Schedule

Verify the following Payment Schedule and make any revisions.

	Date	Amount	#
☐	11 / 14 / 2018	$1,221.00	Delete
☐	12 / 6 / 2018	$1,221.00	Delete
☐	1 / 4 / 2019	$1,221.00	Delete
☐	2 / 6 / 2019	$1,221.00	Delete

Extend Schedule Through: [Choose a Month ▾] [Extend]

[Back] [Delete Selected] [Submit Payments]

Please click Submit Payments or your schedule will not be processed

Authorize Your Payment

Recurring Payment for the ABC Test Association

| Payment | Verify Schedule | Authorize | Confirm |

* Indicates required fields.

Debit Authorization Agreement

Enter your first and last name in the **Authorization: Type Your Name Here:** field

By typing my name in the box below, I **First Last** hereby authorize Homeowners Association Services eCheck to process the electronic ACH transactions to debit my Checking account, account number **xx7456** with Your Financial Institution, routing number **xxxxxx123** payable to **ABC Test Association**.

* Authorization: Type Your Name Here: [First Last]

Click **Authorize**

[Back] [Authorize]

Please click Authorize or your schedule will not be processed

A confirmation message will appear letting you know that the e-check payment was successful

Recurring Payment for the ABC Test Association

Payment	Verify Schedule	Authorize	Confirm

Thank you!

Confirmation# 797945

You should also be receiving an email confirmation shortly.

Keep the **Confirmation #** for future research, if necessary

A confirmation email will be sent to the email address provided from Homeowners Association Services. Save the email confirmation for possible future research.

Your recurring payment has been completed successfully.

Homeowners Assocation	ABC Test Association
Management Company	Community Management, Inc.
First and Last Name	First Last
Homeowner ID / Account Number	1111
Billing Address	1111 Street City, PA 11111
Today's Date:	11/12/2018
Date of First Payment	11/13/2018
Amount of First Payment	125.00

Return to Home Page   **Logout**

Click on the **My Properties** tab at the top of the page to verify your recurring payment

You will see your next scheduled **Recurring Payments** information

My Properties	My Profile	My Billing Info	FAQs	Welcome, First !	Sign Out

My Properties

Add a New Property

ABC Test Association - Rental

Delete Property

Property Profile

Property Address	City, PA
Homeowners Association	ABC Test Association
Management Company	Community Management, Inc.
Homeowners ID	12345

Recurring Payments

Next Payment	11/13/2018
Payment Day	1
Pay From	xxxxx7456
Amount	$125.00

Edit Recurring Payment   **Make a One Time Payment**   **View Payment Details/History**

Edit Recurring Payments

To edit your schedule, click on **Edit Recurring Payment** within the Property Profile

The setup page will open and reflect the selected **Property** information

Scroll down to the **Billing Information** page

Billing Information

☐ Same as Registered Address

First Name *	Last Name *
First	Last

Edit Billing Information fields, as necessary

Address Line 1 *

1111 Street

Address Line 2 (Optional)

City *	State *	Zip *
City	Pennsylvania ⌄	11111

Contact Number * (Do not enter hyphens or spaces)   Email *

1112223333	First@last.com

Edit any of the following **Recurrence** fields:

Payment Day: Which day of the month

Frequency: Every, 3, 6 or 12 months

Start date: Date the requested schedule should be effective

End date:

– Enter the date the last payment should be made

   OR

– Choose to continue making payments until you change or cancel the recurring schedule

Recurrence

Payment Day	1st of the Month ⌄
Frequency	Every Month ⌄

Every 3 Months

Every 6 Months

Every 12 Months

Start Date	11/12/2018 ⌄
End Date OR	◯ Choose Expiration Date ⌄
	⬤ Until I change or cancel this payment

Member FDIC

Payment Information

Payment Amount	$125.00
Payment Method	Business Account Checking xxxxx745 ⌄
	Add New Bank Account

Edit any **Payment Information**, as necessary

Click on **Save Recurring Payment**

[Back]   [Delete Recurring Payment]   [Save Recurring Payment]

Verify the following Payment Schedule and make any revisions.

NOTE:

If you set an expiration date, you will be taken to the **Verify your Schedule** page where you may continue to edit each individual payment

	Date	Amount	#
☐	11 / 14 ⌄ / 2018	$1,221.00	Delete
☐	12 / 6 ⌄ / 2018	$1,221.00	Delete

If you have no expiration date, you cannot edit individual payments and will be taken to the **Authorize** page

Debit Authorization Agreement

By typing my name in the box below, I **First Last** hereby authorize   Homeowners Association Services eCheck to process the electronic ACH transactions to debit my Checking account, account number **xx7654** with Your Financial Institution, routing number **xxxxxx123** payable to **ABC Test Association**.

Recurring Payment for the ABC Test Association

| Payment | Verify Schedule | Authorize | Confirm |

If an expiration date was defined, you may edit specific payments within the schedule, as necessary

NOTE: The dates in the dropdown only contain bank weekdays (no weekend or holiday dates)

Edit the date:

– Choose the **Date** dropdown
– Choose a different date
– Place a checkmark to the left of the payment
– Select **Submit Payments**

Edit the Amount

– Enter a new **Amount**
– Place a checkmark to the left of the payment
– Select **Submit Payments**

Verify your Schedule

Verify the following Payment Schedule and make any revisions.

	Date	Amount	#
☐	11 / 14 / 2018	$1,221.00	Delete
☑	12 / 20 / 2018	$1,221.00	Delete
☑	1 / 4 / 2019	$1,000.00	Delete
☐	2 / 6 / 2019	$1,221.00	Delete
☐	5 / 6 / 2019	$1,221.00	Delete
☐	6 / 6 / 2019	$1,221.00	Delete
☐	7 / 5 / 2019	$1,221.00	Delete
☐	8 / 6 / 2019	$1,221.00	Delete
☐	9 / 6 / 2019	$1,221.00	Delete
☐	10 / 4 / 2019	$1,221.00	Delete
☐	11 / 6 / 2019	$1,221.00	Delete
☐	1 / 6 / 2020	$1,221.00	Delete

Extend your schedule for as many months as you like.

– Choose the dropdown
– Choose a Month/Year
– Select **Extend**

The additional dates will appear as part of the schedule

Extend Schedule Through: January 2020 | **Extend**

| Back | Delete Selected | Submit Payments |

Please click Submit Payments or your schedule will not be processed

You may also access the specific payments by clicking on the **Next Payment** date link within the property profile

ABC Test Association - Rental | **Delete Property**

Property Profile

Property Address   City, PA

Recurring Payments

Next Payment   11/13/2018

13

Member FDIC

Authorize Your Payment

Enter your first and last name in the **Authorization: Type Your Name Here:** field

Click **Authorize**

Recurring Payment for the ABC Test Association

Payment	Verify Schedule	Authorize	Confirm

* Indicates required fields.

Debit Authorization Agreement

By typing my name in the box below, I **First Last** hereby authorize Homeowners Association Services eCheck to process the electronic ACH transactions to debit my Checking account, account number **xx7456** with Your Financial Institution, routing number **xxxxxx123** payable to **ABC Test Association**.

* Authorization: Type Your Name Here: First Last

Back   Authorize

Please click Authorize or your schedule will not be processed

---

A confirmation message will appear letting you know that the e-check payment was successful

Keep the new Confirmation # for records for future research, if necessary

A confirmation email will be sent from Homeowners Association to the email address provided. Save the email confirmation for future research.

My Properties	My Profile	My Billing Info	FAQs	Welcome, First !	Sign Out

Recurring Payment for the ABC Test Association

Payment	Verify Schedule	Authorize	Confirm

Thank you!

Confirmation# 797945

You should also be receiving an email confirmation shortly.

Your recurring payment has been completed successfully.

Homeowners Assocation	ABC Test Association
Management Company	Community Management, Inc.
First and Last Name	First Last
Homeowner ID / Account Number	1111
Billing Address	1111 Street City, PA 11111
Today's Date:	11/12/2018
Date of First Payment	11/13/2018
Amount of First Payment	125.00

Return to Home Page   Logout

Member FDIC

Delete Recurring Payments

To delete a specific payment within a schedule, you must have previously defined an expiration date versus leaving the schedule open-ended

Access the specific payments by clicking the **Next Payment** date link within the property profile

| My Properties | My Profile | My Billing Info | FAQs | Welcome, First ! | Sign Out |

My Properties

Add a New Property

ABC Test Association - **Rental**

Delete Property

Property Profile

Property Address	City, PA
Homeowners Association	ABC Test Association
Management Company	Community Management, Inc.
Homeowners ID	12345

Recurring Payments

Next Payment	11/13/2018
Payment Day	1
Pay From	xxxxx7456
Amount	$125.00

| Edit Recurring Payment | Make a One Time Payment | View Payment Details/History |

Member FDIC

| | Payment | **Verify Schedule** | Authorize | Confirm |

Verify your Schedule

Verify the following Payment Schedule and make any revisions.

	Date	Amount	#
☐	11 / 14 ⌄ / 2018	$1,221.00	Delete
☑	12 / 6 ⌄ / 2018	$1,221.00	**Delete**
☐	1 / 4 ⌄ / 2019	$1,221.00	Delete
☐	2 / 6 ⌄ / 2019	$1,221.00	Delete

Place a checkmark to the left of the payment to be deleted

Extend Schedule Through: Choose a Month ⌄ [Extend]

Click **Delete Selected**

OR

[Back] [**Delete Selected**] [Submit Payments]

Please click Submit Payments or your schedule will not be processed

	Date	Amount	#
☐	11 / 14 ⌄ / 2018	$1,221.00	Delete

Click **Delete** in the line you would like deleted

Click **OK** in the pop-up to confirm you want to delete the payment

Message from webpage [✕]

❓ Are you sure you want to delete these items?

[OK] [Cancel]

The payment line will no longer be reflected in the schedule

	Date	Amount	#
☐	11 / 14 ⌄ / 2018	$1,221.00	Delete
☐	1 / 4 ⌄ / 2019	$1,221.00	Delete
☐	2 / 6 ⌄ / 2019	$1,221.00	Delete

Extend Schedule Through: Choose a Month ⌄ [Extend]

Select **Submit Payments**

[Back] [Delete Selected] [**Submit Payments**]

Please click Submit Payments or your schedule will not be processed

16

Member FDIC

Authorize Your Payment

Recurring Payment for the ABC Test Association

Payment	Verify Schedule	Authorize	Confirm

* Indicates required fields.

Debit Authorization Agreement

By typing my name in the box below, I **First Last** hereby authorize Homeowners Association Services eCheck to process the electronic ACH transactions to debit my Checking account, account number **xx7456** with Your Financial Institution, routing number **xxxxxx123** payable to **ABC Test Association**.

Enter your first and last name in the **Authorization: Type Your Name Here:** field

* Authorization: Type Your Name Here: `First Last`

[Back] [**Authorize**]

Member FDIC

Please click Authorize or your schedule will not be processed

Click **Authorize**

A confirmation message will appear letting you know that the e-check payment was successful

My Properties	My Profile	My Billing Info	FAQs	Welcome, First !	Sign Out

Recurring Payment for the ABC Test Association

Payment	Verify Schedule	Authorize	Confirm

Thank you!

Keep the new Confirmation # for records for future research, if necessary

Confirmation# 797945

You should also be receiving an email confirmation shortly.

A confirmation email will be sent from Homeowners Association to the email address provided. Save the email confirmation for future research

Your recurring payment has been completed successfully.

Homeowners Assocation	ABC Test Association
Management Company	Community Management, Inc.
First and Last Name	First Last
Homeowner ID / Account Number	1111
Billing Address	1111 Street City, PA 11111
Today's Date:	11/12/2018
Date of First Payment	11/13/2018
Amount of First Payment	125.00

[Return to Home Page] [Logout]

My Properties

Add a New Property

ABC Test Association - Rental

Delete Property

To delete a Recurring Payment Schedule click **Edit Recurring Payment** within the property profile

Property Profile

		Recurring Payments	
Property Address	City, PA	Next Payment	11/13/2018
Homeowners Association	ABC Test Association	Payment Day	1
Management Company	Community Management, Inc.		
Homeowners ID	12345	Pay From	xxxxx7456
		Amount	$125.00

Edit Recurring Payment | Make a One Time Payment | View Payment Details/History

Recurring Payment for the ABC Test Association

The set up page will open and reflect the **Property** information

Payment | Verify Schedule | Authorize | Confirm

* Indicates required fields.

Property   Help

Homeowners Assocation	ABC Test Association
Management Company	Community Management, Inc.
Homeowner ID	12345
Property Location	City, PA

Scroll down to the bottom of the page

Click **Delete Recurring Payment**

Back | Delete Recurring Payment | Save Recurring Payment

Click **OK** in the pop-up that asks if you are sure you want to delete the payment

Payment Amount	

Message from webpage ⊠

Are you sure you want to delete this?

OK | Cancel

Payment Method	ing xxxxx7654 ⌄

Add New Bank Account

Back | Delete Recurring Payment | Save Recurring Payment

Your property profile will reflect that you no longer have any recurring payments