

***You are receiving this via mail as we do not have your email address on file!\****

This is a broadcast email to review the invoice process for this year and to remind homeowners of the options they have for payment.

Invoices will be created with an effective date of August 1<sup>st</sup>, 2024. They will be due, as in past years, by September 1, 2024. Dues collected this cycle are for expenses to be incurred in 2025. The annual dues amount this year is \$275 (see June Newsletter). Dues can be paid via check, ACH, debit or credit. Last year, 217 homeowners paid via check, 64 paid via debit or credit, and 60 paid via ACH.

Paper invoices will be prepared and mailed the last week of July, timed to arrive at the homeowner's mailing address the first week of August. Homeowners may remit their payment via check using the remittance advice and return envelope included in the mailing. There is no charge for payments made using check (other than the cost of a return stamp). Please note: there is a new lockbox address to which your remittance will be sent. DO NOT change the mailing lockbox address on the remittance advice! It is correct.

In addition to the paper invoice, an email invoice will be sent to all homeowners with emails on August 1<sup>st</sup>, 2024. Homeowners may use the link provided in that email to access their Owner's Portal and make their dues payment on-line\*. If you elect to pay using your Owner's Portal, there is no need to return the paper invoice. If you have not yet provided us an email address and wish to pay your dues using the Owner's Portal, please send your email to [dunbartonpines@outlook.com](mailto:dunbartonpines@outlook.com). The invoice will be sent from [mailer@payhoa.com](mailto:mailer@payhoa.com). You may wish to preauthorize email from that address or check your junk email file after August 1<sup>st</sup>.

Homeowners wanting to pay their dues using the Owner's Portal may pay using ACH, Debit or Credit. For ACH, where you enter your bank account information, the cost is \$1.95. For credit or debit, the cost is \$9.44. These fees, set by PayHOA, have increased from last year. Homeowners who pay using the Owner's Portal may elect to use the "Autopay" feature. "Autopay" makes a Homeowner's dues payment automatically on September 1<sup>st</sup>, 2024, using their designated payment method. Homeowners must have their payment method, payment limit, and Autopay selected prior to September 1 for this to be effective. You will receive an email confirmation after payment.

For homeowners interested in making their dues payment using the Owner's Portal:

- If you have not yet registered on the Owner's Portal, click here: [New Homeowner Registration](#)
- To access your owner's portal, if you have already registered, click here: [Owner's Portal](#) You can check your payment type and payment limit before invoices are due. If you have trouble accessing your account, please let us know at [dunbartonpines@outlook.com](mailto:dunbartonpines@outlook.com).
- If you want the system to make your payment for you on September 1<sup>st</sup>, 2024, you will need to select "Autopay". You will receive a confirmation email once PayHOA has processed your payment.

\* PayHOA does not store any bank account or credit card data on their platform or on their servers. Bank account or credit card data entered by users is actually sent directly to Stripe, their payment processor. Stripe is a multi-billion dollar company and is level 1 PCI compliant. PayHOA uses a process called tokenization which allows them to use a token to process payments via Stripe on PayHOA. This token has zero value outside of PayHOA if someone were to access it. If someone were to gain access to your PayHOA account (which is very unlikely), they wouldn't be able to access any of your bank account or credit card data because it is not anywhere on PayHOA's site or on their servers. Here is a link about Stripe <https://stripe.com/docs/security/stripe>.

*\*We do not share or sell homeowner email addresses! They are kept strictly confidential!*