



November 18, 2018

Dear Homeowner,

Your association uses Alliance Association Bank (AAB) for all banking services. AAB specializes in the HOA industry and provides products and services uniquely geared towards community associations.

All assessment payments are processed by Alliance Association Bank. AAB uses the latest lockbox technology to accurately and quickly process and deposit your payments. The following details are provided for your assistance.

Reducing the number of payments coming to our office and redirecting payments still being sent to the previous processing center will dramatically change the speed and accuracy in which your payments are credited to your account. To help make this transition efficient, we are asking that you help us with the following updates:

#### **US Postal Service Payments**

1. Please mail your assessment payment to the below processing center for prompt and accurate processing:

Lakes at Creekside HOA  
c/o Maison Property Management, LLC Processing Center  
P.O. Box 95552  
Las Vegas NV 89193-5552

2. Please include your payment coupon with your check in the windowed envelope provided to ensure your payment is accurately processed to your account.

#### **Bill Pay Service**

We recommend and encourage homeowners to use the bill payment service provided by their bank. If you utilize your bank's Bill Payment Service, please do the following:

1. Delete the existing payment profile and create a new one to the address listed above.
2. Ensure the check is made payable to your association and the memo portion includes the following information/instructions:

Your Management Company ID -7090

Association ID – LAC

Property Account Number : ***This information is outlined on your payment coupon.*** Please enter this into your bill profile as a memo.



# MAISON

## **Additional Payment Options**

As an added enhancement, Maison Property Management offers additional payment methods for homeowners to pay their assessments. Please visit our payment website for these payment options.

- One-Time eCheck – One-Time ACH direct debit. No fee.
- Recurring eCheck /ACH – Recurring direct debit withdrawal allowing owners to determine the date of the debit; AAB will send a reminder email prior to the debit. No fee. This option is only available with a signed payment plan on file with the HOA.
- Credit Card – All credit cards are accepted. Service fees from AAB apply and are charged at the time of payment. Please note only \$1,000 can be charged per transaction. If your assessment is more than \$1,000, multiple payments and service fees will apply. This is an AAB processing policy.

Payment Website:

<https://onlinepay.allianceassociationbank.com/home.aspx?cmc=659dcd5b-1ccb-4292-b664-1426d734b088>

The website is also listed on your 2019 Assessment Bill.

## **New “Opt-In” Email Assessment Bills**

Previously, Maison has offered emailed assessment billing as a courtesy to the homeowners. Moving forward, the HOA will now offer for your assessment bill to be emailed directly. You must Opt-In in at the website listed above and on the 2019 Assessment bill in order for this option to be effective for all future assessment billing. If you do not open the assessment bill email within 15 days, the system will automatically mail a hard copy to ensure you receive the bill.

Thank you for your help with this vital and important change allowing us to better serve your community needs. Please contact us with any questions.

Sincerely,  
Vanessa K Stroberg  
President