

Dear Homeowner,

We are pleased to introduce ourselves as the new financial manager of Oak Hills Homeowners Association. Community Financials has been contracted by your Board of Directors to handle the monthly financial services, unit resale paperwork, and some other administrative matters. Please review this letter in its entirety for important information regarding your future Assessment Payments.

IMPORTANT ACTION NEEDED ON YOUR PART. Your association assessment payment options include the

following methods:

- Online Payment via E-Check / ACH
- Online Payment via Credit Card or Debit Card (fees apply)
- Personal check mailed with your statement remittance stub
- Using your personal bank's online bill pay service

Our service includes an online owner's portal where you can go to:

- 1) Update your contact information
- 2) View and print your account ledger & make a payment
- 3) View community documents, answers to Frequently Asked Questions (FAQs) and more.

To Register for your Owners Portal via Email Address:

Step 1: Go to: <https://comwebportal.com/login> (tip: bookmark this site for future reference)

2: Click "Register as a new user"

3: Search for your association's name

4: Enter your email address

5: Click find my record using this email

6: create a password

7: Check for your confirmation email and click the link in the email to confirm your account

To Register for your Owners Portal via Account Number, alternate email, or Phone Number:

Follow steps 1 – 3 above

Step 4: Check the corresponding box to find your address by Street Address or by Unit Number

5: Select an option to Register:

a) Email, telephone, or account number

Online Payment via E-Check or Credit Card:

Once in the portal (see steps above), Click the Payment button and you'll be directed to our payment partner (Zego/Paylease); access the online payment service. Choose an online payment option. You may set up a one time or recurring e-check payment at no cost - TIP: we encourage you to set up a variable autopay, when your fees increase it will automatically adjust.

You may also pay your assessment using Visa, MasterCard, AMEX or Discover.

- There is a 3.49% convenience fee per transaction if you pay via credit card or \$6.95 for debit card.

Payment by Check or Money Order:

When you receive a Coupon or Statement cut off the bottom and mail it together with your check, payable to Oak Hills Homeowners Association. Be sure to include your new ten-digit account number on your check. When you mail the check, send it to **Oak Hills Homeowners Association** to our lockbox:

P.O. Box 173930, Denver, CO 80217-3930

Caution: Do not address it to Community Financials as it may go to the wrong lockbox.

Using your Personal Bank's Online Bill Pay System:

Note: Most banks print and mails a physical check which is slower than an online payment. Please allow for up to 10 calendar days for check printing and delivery.

IMPORTANT: If you are currently using your bank's Online Bill Pay, please DELETE the payment record, and set up an entirely new payment with your new unique account number and remittance P.O. Box address above. Note that your account number has changed. DO NOT just edit the payment by changing the address and account number. That could cause your payment to be misrouted (lost) or returned to you.

NOTE: Should assessments change, your bank bill payment will need to be updated.

Please keep our contact information handy:

If you have any questions, please feel free to contact us:

ONLINE PAYMENT ISSUES: 1-866-729-5327 option 1

For general support, resale certificates or lender questionnaires email:

support@communityfinancials.com

Visit our website: <https://communityfinancials.com/support> or call 833-CONDO-HOA (266-3646)