PAYMENT METHODS

Dear Homeowner,

AVAILABLE NOW! You can pay your dues online! Choose to pay by Credit Card or eCheck anytime, anywhere. Additionally, where available, there is an Electronic Cash Payments option.

How To Get Started?

You will be receiving an email invitation to setup and access your unique online portal.

If we already have your email address, please look for the separate email invitation. (note: the email may be in your spam folder)

For the best experience, Firefox or Chrome are the suggested browsers.

If you do not receive the separate email invitation today, please send your name and email address to <u>csr@swpropmgt.com</u>

Type in the **Subject:** ACTIVATE MY PORTAL and we will send out your invitation.

MAILING CHECKS?

>If this is your preferred method,

• Make your check payable to your Association.

• Mail to:

[Your Association Name] c/o Valley Bank P.O. Box 20941 Tampa, FL 33622

Why Pay Online?

- It's Secure Online payments are more secure than mailing a check!
- It's Fast Online payments post to your account immediately!
- It's Convenient View your charges and make payments online anytime, from anywhere!
- It's Flexible You can pay with whatever method best fits your needs!

What Are Your Payment Options?

- **eCheck** Enter your routing and account number to pay your dues directly from your checking or savings account. This option is free.
- **Credit Card** Use your debit or credit card to pay dues. There is an online convenience fee to pay by this method. This flat fee is assessed based on dues amount and displayed in your portal.
- Electronic Cash Payments Take your cash and personalized PaySlip into participating 7Eleven or ACE Cash Express stores to pay your dues. Contact us for your personalized PaySlip and to find the most convenient payment locations. A transaction fee of \$3.99 will be applied for each transaction up to \$1,500.

If you have any questions, please contact Customer Service: 239-261-3440 x0 Or email us at <u>csr@swpropmgt.com</u>

Thank you for being a valued resident!

Sincerely, Seacrest Southwest



SEACREST SOUTHWEST 1044 CASTELLO DRIVE, SUITE #206 NAPLES, FLORIDA 34103-1900 (239) 261-3440 + FAX: (239) 261-2013 Email: csr@swpropmgt.com

OWNER INFORMATION UPDATE

Dear Owners:

Please complete the following information promptly and return by fax, mail, or email. This information is needed to update our records so we can provide you with the best service possible.

Association:	
Local Unit Address:	
Owner Name (Primary Contact):	
Cell Phone:	Email:
2 nd Owner Name (if Applicable):	
Cell Phone:	Email:
Alternate Mailing Address:	
Which address should we use for maili	ng? Unit Address Alternate
Is Your Unit Currently Rented? No	Yes Current Lease:/ to/
Rental Agent (if Applicable)	Phone Number
Person (other than self) to be notified in	case of an emergency (HomeWatch, neighbor, etc.):
Name Ph	one Number Relationship
► Electronic Communications Authorize	ation
Yes, I hereby agree and consent to be other communications as permitted by law. used to deliver this information. By checking above information for communication & billi	duly notified electronically of Association dues, meetings, and The email address provided above is accurate and may be "Yes" I consent to Seracrest Southwest utilizing any or all the ng purposes.

_____No, please send statements and notices by mail only. I acknowledge that it is my responsibility to update the mailing address at which I want to receive correspondence. I understand it is my responsibility to submit the update in writing via email, mail, or fax and confirm the receipt. I understand that my failure to do so may result in missed communications.

I, the undersigned, am the owner of the unit listed above. All information provided above is accurate and may be used for communication purposes. I understand that it is my responsibility to provide Seacrest Southwest in writing (via mail, fax, or email) with any updates to the above information.

Signature: _____

Date: _____



Seacrest Southwest 239-261-3440 Mon-Fri 8am-5pm csr@swpropmgt.com

Oppfolio

How To Get Started?

You will be receiving an email invitation to setup and access your unique online portal.

If we already have your email address, please look for the separate email invitation. (note: the email may be in your spam folder) For the best experience, Firefox or Chrome are the suggested browsers.

If you do not receive the separate email invitation today, please send your name and email address to <u>csr@swpropmgt.com</u> Type in the **Subject:** ACTIVATE MY PORTAL and we will send out your invitation.

How to Access Portal / Sign In

Activate Your Account Online

- You'll receive an Online Portal Activation email or text message from your property management company. Click **Activate Now** in the email, or tap the **link** in the text message to establish a strong password to activate your portal.
- You can also self sign up for the Online Portal at https://Your-Property-Managers-Account-Name.appfolio.com/connect. Click Request access to the portal and input your information.
- Bookmark, create a shortcut icon for the login page or download the mobile app so it is easy to return at any time.
- You will receive a confirmation email once your portal is activated.

Hello John,
Interwest Management Services has invited you to activate your Online Portal, where you can:
Make payments online by eCheck (FREE) ¹ or Credit Card ² .
Set up monthly automatic payments.
Submit maintenance requests from any device.
Activate Now

Download the Mobile App

Download the Mobile app to stay logged in to your Online Portal. Make payments, submit maintenance requests and review important documents 24/7.

• Download the iOS app from the App Store®:



Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

Download the Android app from Google PlayTM:



ACCESS YOUR ONLINE PORTAL FROM THE MOBILE APP!



Payments

Make a One-Time Payment

If you see a message stating you cannot make online payments, please contact your property manager as this is a service they can choose whether or not to offer their tenants.

- Once logged in, you will land on the Home tab where you can view your current balance owed and details of current and future charges broken down by month.
- 2. Click Pay Now to make a one-time payment.

HELLO AppFolio				Log Out
Home Payments	Home			
Maintenance	Your Currer	nt Balance EXAI	MPLE ONLY	
Shared Documents	\$1,20	9.50		
Property Info	Next bill due on	June 07, 2017		
Account Profile		Pay Now	Set Up Autopay	
Help		June (T	his Month)	

3. You have two options of payment methods. Select eCheck (direct withdrawal from bank account) or Credit or Debit Card.

eCheck payments are free to you, while Credit or Debit Card payments carry a non-refundable online portal convenience fee that is added to the total of your payment. See the FAQs for more information about these fees.

HELLO AppFolio		Log Out
Home	Make a Payment	
Payments		
Maintenance	How would you like to pay?	
Shared Documents	eCheck Credit or Debit Card	
Property Info	An eCheck withdraws your payment directly from your bank account using the account and routing numbers you provide.	
Account Profile		
Help	Norton	
	provided by Symanter	

5. Pay Now - Continue through the steps to submit a payment directly to your property management company. You will receive a confirmation email once the payment is successfully submitted, although this does not mean it has cleared your bank account yet. If you do not receive a confirmation email, you did not fully complete all necessary steps to submit the payment.

Set Up an Auto Payment

If you see a message stating you cannot make online payments, please contact your property manager as this is a service they can choose whether or not to offer their residents.

- 1. Once logged in, you will land on the **Home** tab where you can view your current balance owed and details of current and future charges broken down by month.
- 2. Click Set Up Autopay to create an automatically recurring payment.
- 3. You have two options of payment methods. Select eCheck (direct withdrawal from bank account) or Credit or Debit Card.
- 4. eCheck payments are free to you, while Credit or Debit Card payments carry a non-refundable online portal convenience fee that is added to the total of your payment. See the FAQs for more information about these fees.
- 5. Pay Now Continue through the steps to submit a payment directly to your property management company. You will receive a confirmation email once the payment is successfully submitted, although this does not mean it has cleared your bank account yet. If you do not receive a confirmation email, you did not fully complete all necessary steps to submit the payment.

Edit or Delete an Auto Payment

Please note, once an auto payment is submitted for the month you cannot make changes to it. These instructions help you update the details of the auto payment that is submitted each month such as amount and date.

Once your auto payment is set up, the details are displayed in the **Home** or **Payments** tabs in the **Scheduled Payments** section.

- To skip the next month's payment, click Skip this payment. The auto payment will resume after the skipped month.
- To update the payment name, bank account or credit card, click Edit in the Scheduled Payments section. Update the
 necessary information, then click Update.
- To change the date the payment processes each month, you must delete and recreate the auto payment. Click **Delete** in the **Schedule Payments** section, then return to the Home or Payments tabs to create a new auto payment.
- To completely delete an auto payment, click Delete in the Schedule Payments section on the Home or Payments tabs.

Scheduled Pay	rments	
\$1,032.00 Quarterly Dues	EXAMPLE ONLY	04/05/2017
€ Auto-Payment created	d by You	Edit Delete Skip this payment

Auto-Pay Options:

<u>Full Balance, every month-</u> This option will fluctuate with your dues. It will pay any open balance you have, each month. This includes any Special Assessments. *On months that you have zero balance, no charges will be processed.* For quarterly dues, the amount will be paid in full when dues or Special Assessments are posted to the Owner's account.

Fixed Amount (You choose amount & frequency) - This option will pay whatever fixed amount you determine at the frequency you determine. If your Dues increase, or a Special Assessment in in place, you will need to manually adjust the amount you are paying. Also, your dues must be paid BY the due date or you will incur late fees. If you choose monthly installments for a quarterly assessment, it must be paid IN FULL before the due date or you will incur late fees and interest per your Association policy.

If you need help determining which is the best option for you, please don't hesitate to contact us.

AVAILABLE NOW!

ACCESS YOUR ONLINE PORTAL FROM THE MOBILE APP!



Online Portal by AppFolio

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Easy Payments

- + Pay dues instantly
- + Set up auto-payments



Fast Maintenance

- Submit maintenance requests
 (+ photos) easily
- Monitor the status of your requests



24/7 Access

- + Access important documents from anywhere
- + Stay logged in for instant access

Download: Online Portal by AppFolio





