

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 csr@swpropmgt.com

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 csr@swpropmgt.com

Thank you for being a valued resident!

Sincerely,
Seacrest Southwest



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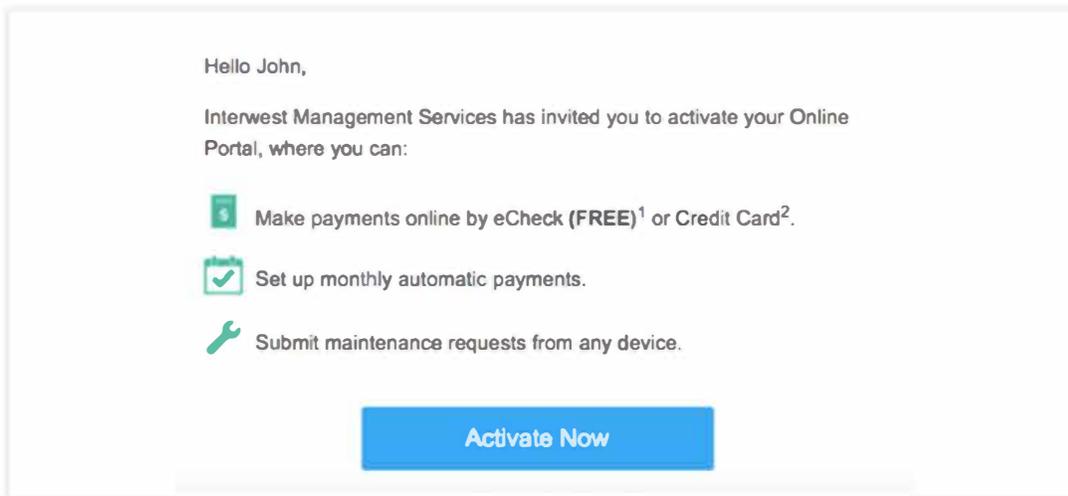
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Type in the **Subject: ACTIVATE MY PORTAL** and we will send out your invitation.

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.



✓ 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 Play™:



Android, Google Play, and the Google Play logo are trademarks of Google Inc.

ACCESS YOUR ONLINE PORTAL
FROM THE MOBILE APP!

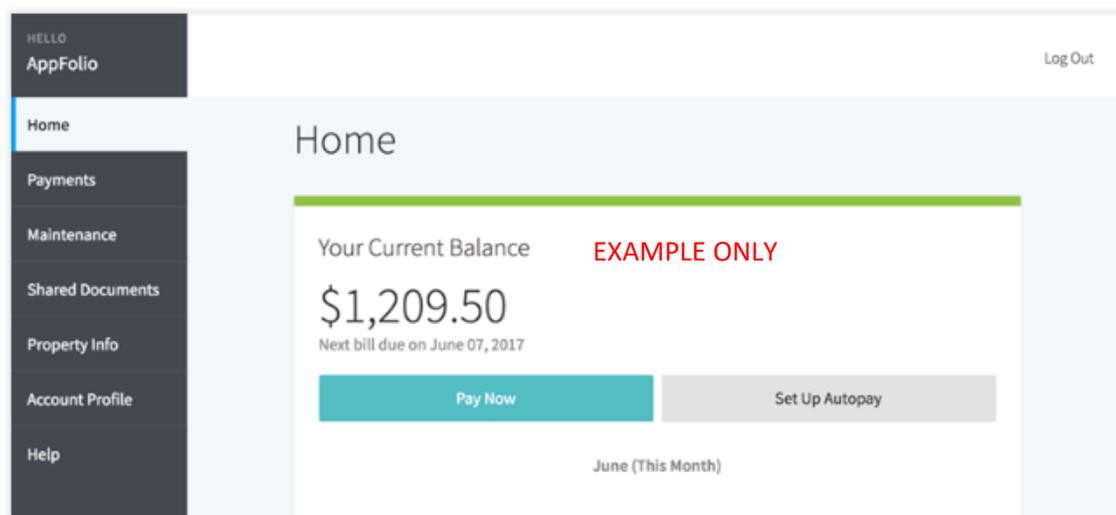


Payments

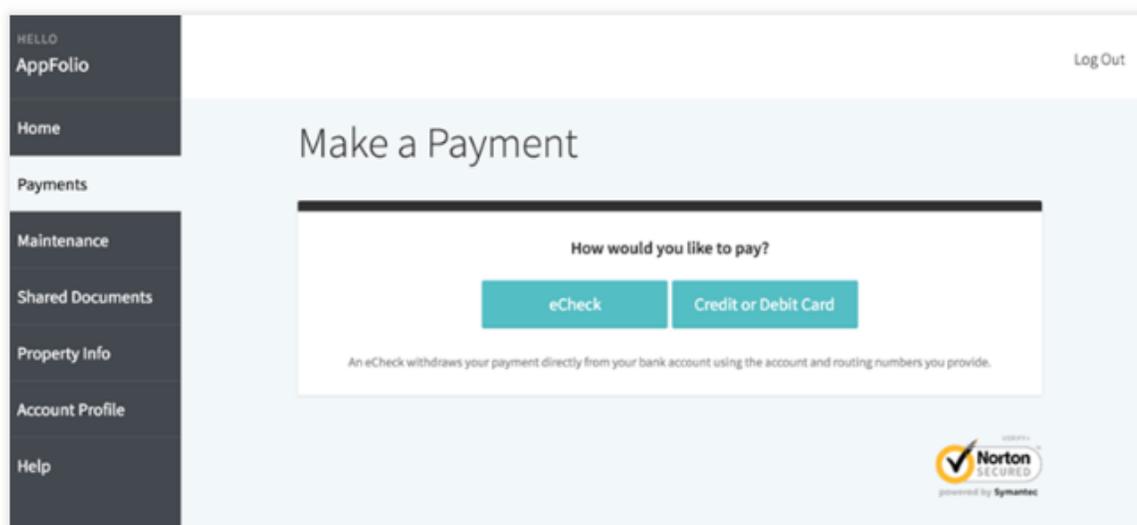
▼ Make a One-Time Payment

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.

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 **Pay Now** to make a one-time 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.

▼ 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.



Auto-Pay Options:

Full Balance, every month- 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 is 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



Easy Payments

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



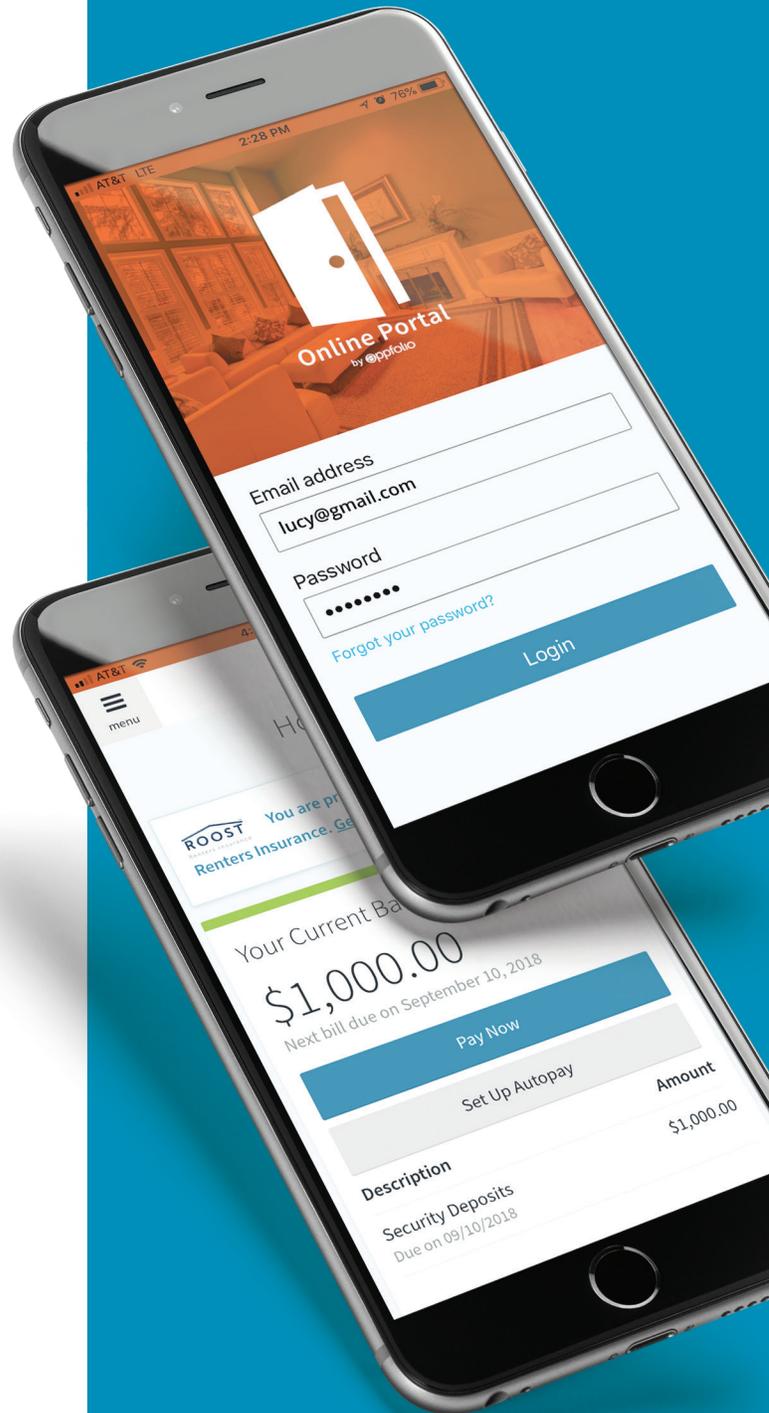
Fast Maintenance

- + 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**



APP POWERED BY
appfolio
PROPERTY MANAGER