

TWC ASSOCIATION MANAGEMENT

397 Herndon Parkway, Suite 100

Herndon, VA 20170

(703) 437-5800 (703) 471-6578 (fax)

www.twcmanagement.com

Dear Homeowner:

Enclosed please find your coupon payment booklet for your 2019 homeowner association dues.

Your assistance is requested in following the guidelines below for your particular payment method to ensure your payments are credited to your account in a timely manner. **Homeowner account number should be noted with any form of payment. This number can be found on the coupon.**

ALL checks are to be made payable to your association as it appears on the coupon. Please DO NOT make checks payable to TWC.

If you pay by:

- 1. PERSONAL CHECK OR MONEY ORDER:** A coupon must accompany your payment and your account number as it appears on the coupon should be written on the check. Payments received without coupons must be individually reviewed to determine the proper account. This will delay processing of your payments for 10-14 business days and late fees may apply. Mail to the address listed on the coupon. **Postdated checks are not accepted.**
**TWC Association Management Payment Processing Center
P.O. Box 105007, Atlanta, GA 30348-5007**
- 2. YOUR BANK ONLINE:** The account number listed on your coupon must appear on the check. **You will need to change the fee amount if your fees have changed.** The check must be made payable to your association and mailed to the post office box listed on the coupon. As paper checks may be mailed to our processing center by your financial institution, please allow at least seven to ten days for mailing/processing.
- 3. E-CHECK ONE-TIME OR RECURRING PAYMENTS ON LINE THROUGH SMARTSTREET:**
www.hoabankservices.com
Homeowners using, our convenient, service-charge-free e-Check option for either one-time or recurring payments, will need to create a user name and password. The user name and password will remain the same for homeowners who have already established one for their recurring e-Check payment. **You will need to change the fee amount in recurring payments if your fees have changed.** If you do not remember your user name and password, please call their Toll free # 1-888-705-0600.
- 4. CREDIT CARD:** You may go to www.hoabankservices.com to make a credit card payment. MasterCard, Discover, American Express and Visa. The handling fee for one-time credit card payments will be \$14.95. Only one-time payments can be made by credit card. Recurring payment are no longer accepted.
- 5. ELECTRONIC FUNDS TRANSFER (EFT) through TWC:** ACH Authorization Form is included with this mailing and there is no service fee with this form of payment. Once enrolled, payment will be withdrawn from homeowners checking or savings account until homeowner notifies TWC to cancel. There is no need to reapply. Any changes in fees will be adjusted automatically.
NOTE: This is not the same as recurring payments through Smartstreet. If you are not sure if you are enrolled, please call the TWC office.

There is a \$35.00 charge to your account if your payment is rejected for any reason, i.e., Insufficient Funds, incorrect bank account number, closed account, etc.

An administrative fee of \$25.00 will be charged for refund of a duplicate payment made by owner while enrolled on the automated payment plan.

If you have any questions or would like additional information, please do not hesitate to contact our offices at the telephone number listed above.

12/4/2018 PROOF INFO 2:07 PM
 SDI #: 0226-SGT
 Paper Color: White Letter Insert
 Ink Color: Black
 Letter Type: Simplex
 This box will NOT print on your document



**ACH
 Authorization
 Form**

TWC is pleased to offer you an Automated Payment Plan so that you may have your association dues paid automatically from your checking account.

It's easy, convenient, and requires no change in your current banking relationships.

Please print in blue or black ink and return this form to TWC along with a voided check.

How does the Automatic Payment Plan work?

By filling out this form, you will be authorizing regularly scheduled association fee payments to be made from your checking account. Your payment will be made automatically on the fifth (5th) day of each month (or the 5th day of the first month of the quarter for quarterly payments), or the following business day when the fifth (5th) falls on a weekend or holiday. Each payment deducted will appear as a debit on your monthly bank statement.

The authority you give to charge your account will remain in effect until you notify us in writing to terminate the authorization.

Authorizations received by TWC by the 20th of the month will be activated for the following month's electronic fee transfer. Authorizations received by TWC after the 25th of each month will be activated the second month (i.e., received after October 25th will be activated in November).

For questions? Email, Call, fax or write to:

TWC Association Management
 397 Herndon Parkway Suite 100
 Herndon, VA 20170
 (703)437-5800
 Fax (703)471-6578
 info@twcmanagement.com

AGREEMENT FOR AUTOMATIC PAYMENTS AND CREDITS.

I authorize TWC Association Management to begin electronic debit entries from my checking account listed below for association fees and I authorize my financial institution to debit the same to my account.

Please note that there is a \$35.00 charge to your account if your payment is rejected for any reason, i.e., NSF, closed account, etc.

An administrative fee of \$25.00 will be charged for a refund of a duplicate payment made while enrolled on the automated payment plan.

HOMEOWNER INFORMATION

Association Name: _____
 Homeowner Account number: _____
 Homeowner Name: _____
 Property Address: _____

 Email Address: _____
 Contact Number: _____

BANK INFORMATION

Name of Bank: _____
 Name of Account Holder: _____
 Transit/ABA Number: _____
 (9 digit # between the two colons on the bottom of your check)
 Bank Account Number: _____
 Month Withdrawals to Begin: _____

- I am providing a voided check to initiate this agreement.
- I am not providing a voided check. I certify that the above-listed account information is correct. I understand that TWC will not be held accountable for incorrect information.

THIS IS A CHANGE OF BANKING ACCOUNT INFORMATION ONLY

ADDITIONAL INFORMATION

Terms of Agreement: I have an account(s) at the financial institution named and for all debit entries have funds sufficient to pay such entries. Automated debit entries shall be initiated by TWC on the fifth (5th) day of each month (or first month of the quarter) or first business day after the fifth (5th) and the entries on my bank statement shall constitute my receipt for the transaction. No payment to TWC shall be deemed to have been made unless and until TWC receives actual credit. I also understand that if the funds in my account are not sufficient to cover the amount debited, I will be charged a \$35.00 service fee.

The automatic debiting of my bank account is voluntary and will be debited on a monthly/ quarterly basis until written notice of cancellation is received by TWC. TWC reserves the right to refuse or terminate automated payments services. This agreement is to remain in effect until TWC receives written notification of its termination and has sufficient time to act on it.

Owner Signature: _____
 Date: _____