



December 11, 2015

Dear Butterfield Estates Homeowner:

We would like to take this opportunity to introduce you to Keystone Pacific Property Management. We have been providing exceptional management services since 1982. Your Board of Directors has selected our company to provide professional community association management services, effective January 1, 2016, and we look forward to this opportunity.

**Please note, this letter was previously sent once before earlier this month. If you have already submitted the information requested on the following form, you may ignore this letter.**

WHEN WILL I RECEIVE MY ASSOCIATION STATEMENT?

You will receive your courtesy association assessment statement around the 24<sup>th</sup> of each month. All assessments are due and payable on the first of the month. Keystone Pacific will be sending out the January 2016 billing statements and you should receive your statement around December 24<sup>th</sup>. Payments should be mailed to Keystone Pacific at the address in the first bullet point under "What Payment Options are Available".

WHAT PAYMENT OPTIONS ARE AVAILABLE?

Keystone Pacific has three assessment payment options available:

- **Mail your payments** to P.O. Box 15345; Santa Ana, CA. 92735-0325.
- **Sign up for the ACH Program** to have your assessment payment automatically debited from your checking or savings account. If you are interested in participating in the automated payment program, please complete the enclosed form and return it to Keystone Pacific at the address below, by fax at (949) 777-1732 or by email at [lochoa@keystonepacific.com](mailto:lochoa@keystonepacific.com). **All ACH forms received by December 29<sup>th</sup> will have the January assessment payment automatically processed. If an ACH form is received after this deadline, please remit payment payable to your association for January's assessment**
- Pay online at [www.kppmconnection.com](http://www.kppmconnection.com) with The KPPM Connection online portal. In order to login, you will need your account number. **You will receive your new account number with your January billing statement in late December.**

You will be able to access your association account to view activity, check your balance, make payments, print billing statements and inserts and update account notifications and settings **by January 10<sup>th</sup>**. You can conveniently pay your assessments by credit card. All credit card payments will include a processing fee. Keystone Pacific Property Management does not receive any portion of this credit card processing fee. You may also elect to receive email notifications involving your community association, which would include information about events, news, and activities in your community. To sign up to receive e-statement and email notifications, go to [www.keystonepacific.com](http://www.keystonepacific.com), click on "Client Login" set up your account and register under "Account Notifications". If you have questions about this service or regarding first time registration, please contact our Customer Care department at (949) 833-2600.

WHO IS MY CONTACT?

The Management Company and Community Association Manager work closely with your Board of Directors to oversee the day to day operations of your Association. If you have any questions regarding your community, or if you are in need of assistance, please do not hesitate to contact Clint Taylor, your management representative, at (949) 838- 3291 or email your manager at [ctaylor@keystonepacific.com](mailto:ctaylor@keystonepacific.com).

WHAT ABOUT EMERGENCIES?

For any association emergency, which could damage life or property, please contact Keystone Pacific at (949) 833-2600. An after hours emergency response service is maintained. For all other maintenance issues, please contact your management representative during normal business hours, 9:00 a.m. to 5:00 p.m., Monday through Friday.

**We hope the information above has been helpful and we look forward to working with Butterfield Estates Homeowners' Association.**

Sincerely,

Denise Bergstrom, PCAM©  
Chief Operating Officer

Enclosure

# AUTHORIZATION AGREEMENT FOR AUTOMATED PAYMENTS

For your convenience and savings, you may now elect to pay your assessments by using our bank debit program. This program allows us to make monthly deductions from your checking or savings account. This means you no longer have to

- REMEMBER WHEN TO PAY YOUR PAYMENT
- WRITE OUT A CHECK
- MAIL IN YOUR PAYMENT
- PAY FOR POSTAGE

**All ACH forms received by December 29th will have the January assessment payment automatically processed. If an ACH form is received after this deadline, please remit a check payable to Butterfield Estates Homeowners' Association. Please note, balances forward will be pulled in February with your regular assessment.**

The payment will be debited from your account on the second business day of the month and should clear your bank account within 3-5 business days. Anytime you wish, you may cancel this authorization and revert back to manual method of payment. To qualify for this type of payment, you must have a zero beginning balance due for your Association dues. Also, you must remain in good standing with your association. If you do not have sufficient funds on your account for 2 consecutive months, you will automatically revert to manual payment status.

I/We hereby authorize Butterfield Estates Homeowners' Association ("Homeowners Association") to initiate debit entries to my/our (select one)  Checking  Savings indicated below, and the financial institution named below ("Bank"), debit same to such account. **(NOTE: PLEASE ATTACH A COPY OF A VOIDED CHECK ONLY)**

**BANK**  
**NAME** \_\_\_\_\_ **BRANCH** \_\_\_\_\_

**ROUTING**  
**(ABA) NO.** \_\_\_\_\_ **ACCOUNT NO.** \_\_\_\_\_

This authority is to remain in effect until Homeowners Association and Bank have received written notification from me (or either of us) of its termination in such time and in such manner as to afford Homeowners Association and Bank a reasonable opportunity to cancel automated transaction.

**DATE** \_\_\_\_\_

**NAME(S)** \_\_\_\_\_

**PROPERTY ADDRESS** \_\_\_\_\_

**DAYTIME PHONE** \_\_\_\_\_ **SIGNED** \_\_\_\_\_

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I/We hereby authorize ABC Community Association ("Homeowners Association") to initiate debit entries to my/our (select one)  Checking  Savings indicated below, and the financial institution named below ("Bank"), debit same to such account. **(NOTE: PLEASE ATTACH A COPY OF A VOIDED CHECK ONLY).**

BANK NAME Bank Anywhere BRANCH Anywhere

ROUTING (ABA) NO. 123456789 ACCOUNT NO. 1234567890123

These numbers are located on the bottom of your check as follows (EXAMPLE):

⑆ 123456789 ⑆ 1234567890123 ⑆  
Routing Number Account Number

This authority is to remain in effect until Homeowners Association and Bank have received written notification from me (or either of us) of its termination in such time and in such manner as to afford Homeowners Association and Bank a reasonable opportunity to cancel automated transaction.

DATE 07/15/2014

NAME(S) Your Name

PROPERTY ADDRESS 1234 Happy Homeowner

DAYTIME PHONE (555) 555-2473 SIGNED Your Signature Here