

VANTAGE COMMUNITIES

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JULY 16, 2021

Bank Transition Update:

Vantage has made some operating changes that affect our clients and we wanted to let you know how these changes will affect you, an owner in one of our managed communities.

Our solutions to becoming more efficient included arranging a new banking relationship providing Lock Box Services and Online Payment Set Up and Processing with CiT Community Association Bank, a leading community association banking business working with management companies, their clients and owners.



Below are the options that will be effective starting August 1, 2021:

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PAY BY BILL PAY – You can still use your bank’s Bill Pay services to make your payment. However, you will need to change the address to the new lockbox address: **PO Box 98242, Phoenix, AZ 85038-0242**. It is recommended that you delete your old bill pay and create a new one, using the new lockbox address. Put your account number on the payment (this is found on your statement, ex: 9900*100). Remember, Bill Pay creates a check and mails it to the lockbox—you will need to allow extra time (5 – 7 days) from your creation of the payment to allow for it to be mailed, received, and posted.

PAY BY ACH through Vantage (Automated Clearing House) – This option is set up and processed by Vantage on the 5th business day after the first day of the billing month, usually anywhere between the 5th & 7th of the month. The advantage of this option is that the payment is tied into the association’s accounting system and will ensure your payment picks up any additional charges and any increase in your assessment amount, preventing delinquencies. To set this up, contact Vantage at: accounting@vantagecommunities.net. **If you are already set up on ACH through Vantage you don’t need to make any changes or do anything.**

PAY BY CHECK – To pay by check, you must mail your payment, made payable to your Association, to the new lockbox address: **PO Box 98242, Phoenix, AZ 85038-0242 with the remittance coupon, using the windowed return envelope**. The coupon has an OCR line which identifies your account and ensures your payment gets posted correctly and in a timely manner. Without a coupon, your payment must be handled manually and may be delayed. The special envelope allows your payment to be scanned through the envelope, ensuring more rapid processing into an electronic entry.

PAY AT THE OFFICE – Vantage is closed to the public but will continue to accept payments in the office; please place checks or money orders in the drop box that is to the right of the front door. Vantage no longer accepts cash payments (since cash cannot be scanned to the lockbox). Employees can also assist owners in making electronic payments through the CiT portal, using checking accounts or debit and credit cards. We anticipate that the banking transition will be completed around the first of August.

RECEIVE A PAPER STATEMENT – If you select this option, you will receive a statement and included inserts in the same mailing, which will include a remittance envelope. You will need to return the remittance coupon at the bottom of the statement with your check, using the included envelope, and **return to: PO Box 98242, Phoenix, AZ 85038-0242, which is the NEW lockbox address.**

RECEIVE AN EMAIL STATEMENT REMINDER – Notify Vantage if you would like to select this option. Instead of a paper statement, you will receive an email notification that the statement is available on the Association’s Hometastic Website. **However, it is designed to use as a prompt for doing an Electronic Payment as no envelope is available.** The inserts are loaded on the website as well, by the first of the billing month. To set this up, contact Vantage at: accounting@vantagecommunities.net.

CONTACTING VANTAGE — Our physical office is located in Lacey’s Hawks Prairie area, at 8290—28th Court NE, Ste C, Lacey, WA 98516. Our office hours are 9AM to 5PM, Monday through Friday. Owners are welcome to drop off payments at our office, but we encourage payments through the new LOCKBOX Service. **Call us at (360) 455-4464 or email us at accounting@vantagecommunities.net.**

Please plan to make an appointment if you need to speak to a specific person, or email staff so they can respond to you when you come up in the queue of owners with requests ahead of you. You can make an appointment in advance by contacting us through our main email, hoa@vantagecommunities.net. Staff handles hundreds of tasks during the day in support of your Association’s business and an email or an appointment is the only way to be sure they will be available to you.