



# PAYMENT INFORMATION

## TAKE ACTION BASED ON YOUR CURRENT PAYMENT METHOD

Avoid late fees. Payments must be remitted on the first day of the billing cycle.

### 1. About Your Payments **Attention Required**

Your prior payment arrangements through prior company will not transition due to bank and account changes. However your account balances and credits have/will be transferred. Any payments sent to prior company will be forwarded to us for the next 30 days.

Please be sure to login to your new portal and also note your new account number as well as the new mailing address.

### 2. Automatic Draft Payment - Click [Here for Auto Draft Form](#) or Follow Online Login Instructions.

**ACTION REQUIRED** If you are set-up with an Auto-Draft payment via Westwind or any other prior service you will need to sign up for new auto draft through the [Owners Portal](#). Please note this payment method is free.

### 3. Mailing Payments OR Bank Bill Payment through Your Online Banking Service **ACTION REQUIRED**

In order to avoid delays and possible late fees, please send any paper checks directly to the below payment address. Please ensure your account number is visible on the payment. Please allow at least 7 – 10 business days for the check to be processed by First Citizens Bank

The Conservatory HOA  
c/o AMI  
P. O. Box 66095  
Phoenix, AZ 85082-6095

Account Number: Please be sure to note your new account number

### 4. Portal Payment Options

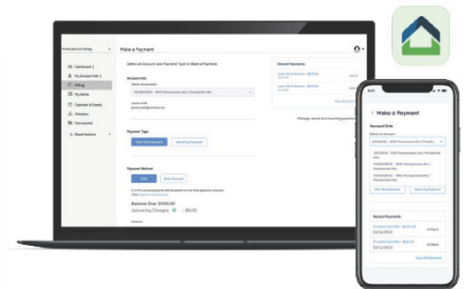
#### PAYMENT METHODS

- Automatic Draft Payment (ACH)
- E-check (one-time and recurring)
- Credit Card (one-time and recurring)
- Debit Card (one-time and recurring)
- Google Pay
- Apple Pay

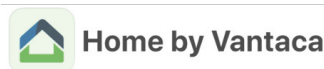


#### BENEFITS OF VANTACA PAY

- ✓ Convenient
- ✓ Secure
- ✓ Flexible
- ✓ Fast
- ✓ Integrated



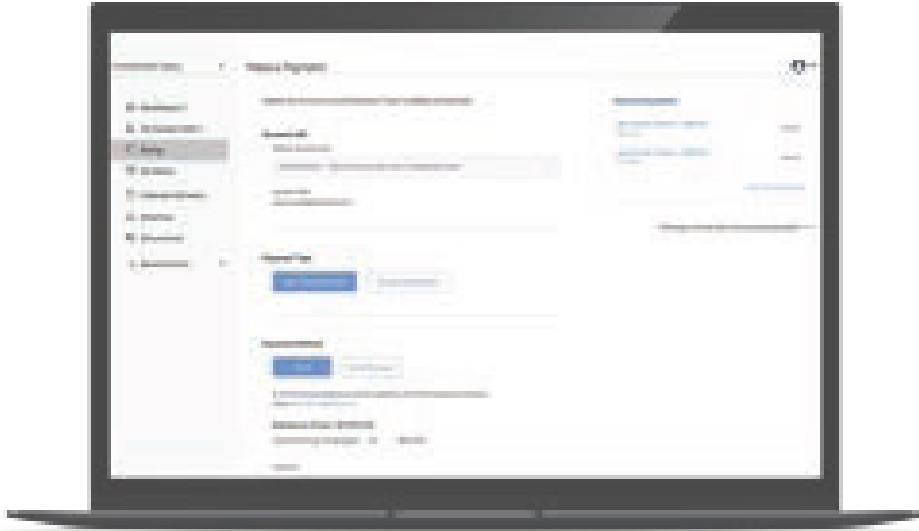
\* Please note: There is a transaction fee when you make a payment via card and eCheck. This fee is a fee charged by a third-party processor and not AMI. Fees are subject to change by the processing company. \*\*\*



The Home by Vantaca App is only available for iPhones or iPads running iOS 15.6 or higher and can be downloaded from the App Store. The app may only be used to process your HOA payments. For all other inquiries, you will need to log in via the HOA portal.

# Payments to Your Association

Our payments provider offers a simplified payments experience to you as a homeowner.



## Benefits:



### Easy Ways to Pay

You can pay from a computer, tablet, or phone.



### Payment Reminders

If you want, we can send you text reminders so you don't forget to pay.



### One Login for All Accounts

If you have more than one account, you can pay all of them at once.



### Quick Payment Confirmation

You will know right away that your payment went through.



### Instant Payments Posting

More peace of mind knowing your payments have been successfully processed and recorded to your account history.



### Very Easy to Use

Our payments provider offers a simplified payments experience to you as a homeowner.

# SET UP YOUR PAYMENTS

1. Log in to your homeowner portal account
2. Accept the terms and conditions
3. Go to Payments > Make a Payment

## PAYMENT METHODS

**We offer the following payment options:**

### **Automatic Draft Payment (ACH)**

Put your payments on autopilot to avoid late fees! Payments will automatically be drafted from a savings or checking account on the same day every month in your billing cycle.

### **One-Time eCheck**

Make a payment through a savings or checking account for special assessments or one-time charges.

### **Recurring eCheck**

You control the date the payment is made. If your association changes their dues, you will be responsible for updating your recurring eCheck payment to avoid late fees.

### **Debit & Credit Cards (including Apple Pay and Google Pay)**

Make one-time or recurring payments with any major debit or credit card.

### **Payment reminders to help you avoid late fees**

Opt into text notifications and get a reminder to make your payments on time. The notification will include a link to your billing page to allow you to make a payment.

To opt in, go to My Profile and set them up in your communication settings.

