

December 17, 2014

Dear La Costa Oaks Community Association Homeowner:

Keystone Pacific will be providing professional community association management services, effective January 1, 2015. You may reach the customer care department **toll free at 1 (877) 577-6462. The information below was sent previously in a letter dated December 2, 2014. We are resending as a reminder.**

WHEN WILL I RECEIVE MY ASSOCIATION STATEMENT?

You will receive your courtesy association assessment statement around the 24th of each month. All assessments are due and payable on the first of the month. Keystone Pacific will be sending the January 2015 billing which you should receive around December 24th. These 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) 833-0919 or by email at calcaraz@keystonepacific.com. **All ACH forms received by December 31st will have the January assessment payment automatically processed. If an ACH form is received after this deadline, the January assessment will be included with the following month's ACH payment.**
- Pay online at www.keystonepacific.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 10th**. 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, click on "Account 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 (877) 577-6462.

WHO IS MY CONTACT?

The Management Company and Onsite Community Manager work closely with your Board of Directors to oversee the day to day operations of your Association. After January 1st, if you have any questions regarding your community, or if you are in need of assistance, please do not hesitate to contact La Costa Oak's General Manager or onsite staff by phone at (760) 943-6650. You may also visit the local management office located at 7400 Circulo Sequoia Carlsbad, CA 92009. We are currently creating a new community website with more functionality and features that will be in available in January.

WHAT ABOUT EMERGENCIES?

Keystone Pacific maintains an after hours emergency response service. For any after hours association emergency, which could damage life or property, please contact Keystone Pacific at (877) 577-6462. For all other maintenance issues, please contact your onsite 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 La Costa Oaks Community Association.

Sincerely,



Tim Taylor, CCAM ©
Vice President, Large Scale Management

Enclosure





Attention
La Costa Oaks Homeowners
Enter to Win a \$100 gift card!

**Pay your January Association
Dues to Keystone Pacific
Property Management
by January 10th via
the attached ACH Form and
automatically be entered to
win a \$100 gift card!**



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 31st will have the January assessment payment automatically processed. If an ACH form is received after this deadline, the January assessment will be included with the following month's ACH payment. Please note, balances forward will be pulled in January 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 La Costa Oaks 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 _____ **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** _____

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

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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 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