

# Superior Management Services, LLC

January 1, 2022

Superior Management Services, LLC is pleased to announce that we can now offer you the valuable services of Pacific Western Bank Homeowner Association Services, one of the industry's leading providers of banking and payment processing solutions for homeowners and associations.

Pacific Western Bank is a strong and stable full-service bank. Their proprietary HOA Services platform, powered by Smartstreet® technology, offers you a choice of convenient options to pay dues and assessments online, including:

- eCheck
- Credit Card\*
- Automatic Debit (ACH)
- Mail a check with payment coupon.
- Online bill pay through your bank

While you have the option to pay your dues by sending the check and payment coupon, paying electronically gives you some advantages we think you'll appreciate:

- Free and easy to use.
- Saves time, it only takes a minute.
- No envelopes, stamps, or checks
- Secure – no threat of theft from mailboxes

Attached is information on all payment options. If you have any questions, please contact Superior Management Services, LLC at 843-800-8945.

Sincerely,

Thelma Vacha  
Superior Management Services, LLC

*\*There is a 2.95% convenience fee per transaction if you pay via a credit card.*

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FORM 03632 (08/2015)



## HOA SERVICES PAYMENT OPTIONS

### eCheck Online Payment

#### How it works:

Set up a one-time or recurring payment using eCheck.

#### What to do:

1. Login in to or HOAbankservices.com
2. Select the red **Online Payments** button on the left navigation bar.
3. Choose the red **"Sign-In or Register"** button and login. If you are a new user, you will need to register by clicking **"Register Now"**.
4. Select your association and follow the instructions on the screen.

### Credit Card Online Payment \*

#### How it works:

Make a one-time payment using Visa®, MasterCard®, American Express® or Discover®.

#### What to do:

1. Login in to **HOAbankservices.com**
2. Select the red **Online Payments** button on the left navigation bar.
3. Click on the red **"Pay as Guest"** button.
4. Select your association and follow the instructions on the screen.

### Recurring Automatic Draft /ACH

#### How it works:

Your assessment is automatically deducted from your account when due.

#### What to do:

1. Contact Superior Management Services, LLC at 843-800-8945 to obtain an ACH Authorization Form.
2. Then send your completed form with a canceled check to Superior Management Services, LLC.

### Mail Check and Payment Coupon/Lockbox

#### How it works:

Mail a check and payment coupon 5 to 7 business days before your assessment due date.

#### What to do:

1. Write a check payable to your homeowner's association, as it is written on the coupon,
2. Mail the check and payment coupon to the address listed on the coupon.

**Important:** Write your homeowner account number on your check as it appears on the coupon.

### Your Bank's Online Bill Pay

#### How it works:

Set up your community association as a payee from your bank's online pay system.

#### What to do:

1. Please complete your bill pay setup exactly as follows:
  - Payee: Hayden Pointe, Homeowners Association
  - Address 1: Superior Management Services, LLC
  - Address 2: P.O. Box 533187
  - City/State/Zip Code: Atlanta, GA 30353

**Important:** Reference your homeowner account number as it appears on the payment coupon.

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