

How can I pay my assessments?

Your next monthly statement will be arriving by early August. This statement will only reflect your current monthly dues. When we receive the final accounts receivable reports, we will update each homeowner's account accordingly.

Please see below for assessment options available to you.



Pay Assessments Online

You can make one-time or automatic recurring online bill payments by e-check (ACH) from your bank account or with your credit or debit card through ClickPay. There is no cost to you when making payments online by e-check (ACH). Please note that a small fee is charged by ClickPay to pay by credit or debit card.

You can access ClickPay by visiting login.clickpay.com/firstservice and by clicking Register. Create your online profile and connect your home using your new account number listed on your statement or Welcome Letter. Sign up with ClickPay today and enjoy the convenience of online payments!

Please Note: if your home is under a Trust or business, you will need to type the name of the Trust or business exactly as specified in your Welcome Letter into the "Last Name" field (i.e. "Last Name: John B Doe TTE").

- Pay by e-check (ACH) for FREE or by credit/debit card for a small fee
- Pay 24/7/365 from your smartphone, tablet, or other media device
- Set it and forget it with automatic recurring payments
- Manage and track your online payment history

For help with your account or setting up payments online, visit ClickPay's support center at www.clickpay.com/gethelp for access to FAQs step-by-step walkthroughs, live chat and email support or call 888.354.0135 (option 1). Please see the quick registration guide located on the back of this guide.



Pay Assessments by Check

To mail your assessment payment, please send a check to the address below with the remit slip from your statement.

Saddlebrooke Villas Association Nos. 35, 35 A, Inc.
c/o FirstService Residential
PO Box 30339
Tampa, FL 33630-3339



Pay Assessments Using your Bank's Bill Pay Service

You may continue to use your own bank's bill pay service. Please be sure to update the address to the PO Box listed above. You will also need to reference your new Account Number, found on your Welcome Letter.



Manage and Pay Your Charges and Assessments Online

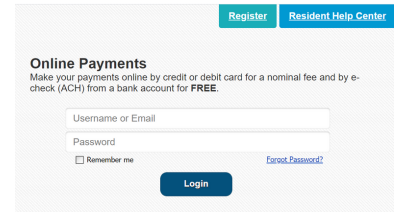
FirstService
RESIDENTIAL

We provide a convenient and secure way for you to manage and make payments online through ClickPay. Get started by the following instructions listed below.

Step 1

Creating your Profile

Visit login.clickpay.com/firstservice, click Register, and then create your online profile.



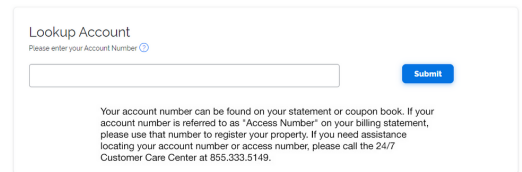
Step 2

Connecting your Profile

Enter the FirstService Residential Account Number and the Last Name listed on your Welcome Letter or Statement.

- ?** Last Name Entered Not Working?
Try entering your last name exactly as it appears on your Welcome Letter or Statement. If your account is under a Trust or business, you will need to input the full Trust or Business name exactly how you see it on your Welcome Letter/Statement into the "Last Name" field. (i.e "Last Name: John B Doe TTE").

- !** Direct-Debit Users
If you're looking to gain access to your existing automatic ACH Direct-Debit profile transition to ClickPay, you will be required to verify your banking details associated with this payment schedule.

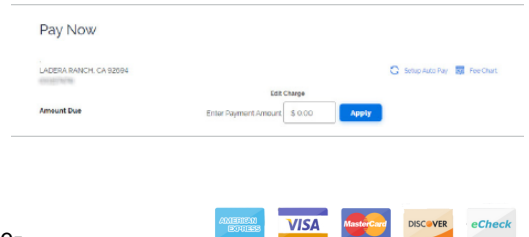


Step 3

Make a One-Time Payment

From the home screen, confirm your payment amount and then click continue

- !** Adding a payment option
When setting up one-time or automatic payments, you will be required to select a new or existing payment option, including e-check (ACH) for free or credit and debit card for a nominal fee.

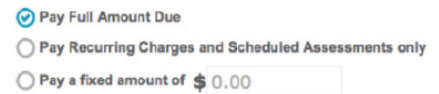


Step 4

Connecting your Profile

From the home screen, click Auto Pay and then select your payment option, payment frequency and amount.

- ?** Full Amount
Select this option if you want to pay all charges on your account automatically including assessment charges, special assessments and one-time fees.
- ?** Pay Recurring Charges and Scheduled Assessments Only
Select this option if you would prefer to only pay recurring charges automatically, such as assessment fees, parking, storage etc. Miscellaneous one-time charges, such as one-time special assessments, late fees or work order, are not included.
- ?** Fixed Amount
Select this option if you want to pay a fixed amount of the total due. Any amount due above the fixed amount will not be paid automatically and you will need to submit a separate, one-time payment for any overage.
- !** Please ensure your payments are scheduled to run no more than 2-3 days prior to your payment being due as your balance may not be available to pull through ClickPay until on or after this date.



Need additional Help? Visit www.clickpay.com/gethelp or call 888.354.0135 (option 1).

Frequently Asked Questions

- ▶ **I have already mailed this month's payment to the previous management company. What happens now?**
 - Your payment will be forwarded to FirstService Residential. Please allow additional time for processing your payment.
- ▶ **Will I be receiving monthly statements?**
 - Yes, you will continue to receive monthly statements. Your next statement will arrive by early August. Please note, this statement will only reflect your current monthly dues and not your actual balance. Any existing balances or credits will be reflected in your next statement; once final accounting reports are received from the previous management company.
- ▶ **Do I have to cancel my ACH payments with the previous management company?**
 - No, it will automatically cancel and you will have to set up ACH with FirstService Residential.
- ▶ **Does the existing ACH payment information with the previous management company transfer over to FirstService Residential's payment system?**
 - No, the ACH information does not transfer over to FirstService Residential.
- ▶ **Can I pay my assessments online and view my account balance?**
 - Yes, to view your account balance, please visit your community website: SaddlebrookeVillas.ConnectResident.com. Be sure to review the included flyer in this package for registration details. You will be able to view your balance, make payments via ClickPay and more!
 - To pay your assessments online or sign up for ACH, please visit login.clickpay.com/firstservice on or after August 1, 2023 and register your account. One-time and recurring payment options are available. Please review the enclosed newsletter, which provides step-by-step instructions on how to get started with ClickPay.
- ▶ **After submitting my recurring payment, when will the payment be deducted from my account?**
 - If you are utilizing ClickPay or your personal bank's online bill pay, your payment will typically be deducted from your account within 3-5 business days after the payment is submitted. We recommend you submit your payment no later than 3-5 business days prior to the delinquent date to avoid late fees.
- ▶ **Do I have to update my banks bill-pay service with a new account number and mailing address?**
 - Yes. Your new account number is included on your Welcome Letter and the mailing address should be updated to:


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- ▶ **Will the amount of my assessment and late date change?**
 - No, assessment due dates and late dates will remain the same. As a courtesy due to the transition, late fees will be waived for 60 days for August and September 2023.
- ▶ **Can I receive my statement electronically?**
 - Yes. After you receive your first statement, you can sign up at:
<https://estatements.welcomelink.com/arizona>

Is being Connected important to you? Of course, it is! That is why FirstService Residential provides the [Connect Resident Portal](#) (community website) to meet your unique needs. The portal is available in both web-based and mobile applications. To download the app, search "Connect Resident" in your app store.

▶ Use the portal to:

- View accounts balance and transaction history
- Pay your assessments
- Access important association forms and documents
- Find answers to association-related questions
- Reserve amenities
- Contact the management team
- Update your communication preferences
- Update contact information
- View community news and events
- Register vehicles, pets, and etc.

▶ Registration for [SaddlebrookeVillas.ConnectResident.com](#)

- 1 Scan the QR code to be directed to the community website. 
- 2 Click the "Login" button in the upper right-hand corner of your community website homepage.
- 3 Select "Create Account" and enter the requested information. A verification code will be sent to your email address. You will need to enter this code and create a password to complete your registration.



Enter your Account Number (listed on your Welcome Letter) or property address when prompted. If you own multiple units, you only need to register one time. After registering, you may select "Add New Property" within your profile to add the Account Number(s) for your additional unit(s).

▶ Who Can Register?

Owners and Board Members can register using the same account number and/or property address.

▶ My Account Tab Features

- Update communication preferences
- Log, add and edit vehicles
- View violations
- Review your Design Review applications

▶ Communication Tab Features

Contact your management team via phone or message them through the portal's Help section.

Your Digital ARCHITECTURAL APPLICATION PROCESS



We are excited to introduce our **digital architectural application process** to your community!

Owners will submit Architectural Review Applications online through your association's Community Resident Portal instead of having to mail or drop them off at an office location—which is inconvenient and can cause delays. After your application is submitted online, you will be able to track its progress and receive email notifications. Once approved, you can begin your improvement right away!

To submit an Architectural Review Application, first go to your Community Resident Portal:

- ▶ Log in and select the *Architectural Modifications* widget on the home page.
- ▶ Input the required information and upload any drawings, samples or pictures of your improvements. Upload other required forms such as the Neighbor Awareness Form or Vendor Information.
- ▶ Once all items have been uploaded, submit the application then process the fee as directed on the submittal form. If additional fees are required such as a construction deposit, you will submit payment for those as listed on the submittal form as well.

That's it! You will receive email notifications as your Architectural Review Application moves through the process, including receiving the final decision immediately through email rather than waiting for a letter to be mailed.

Your Community Resident Portal URL is:

Have you visited YOUR COMMUNITY'S RESIDENT PORTAL?

Not yet? Sign up today at <https://bit.ly/FSRPortalRegistration> or scan the QR code with your smartphone. Then, follow the steps to sign-up and you are ready to go!

If you have questions or need help getting started, please contact your Client Services Team at 480.551.4371 or clienttransition.az@fsresidential.com.

