



Dear Homeowner,

Please find attached a copy of the ACH sign up form. You can use this form to establish your ACH, or you can establish it on-line at our website, www.realmanage.com in the "Resident Portal." Once you are signed up, your regular homeowners association payments will be automatically deducted from your bank account each billing cycle. The ACH service provides you with several significant benefits:

- No need to mail in a check – save on postage stamps!
- Never worry again about getting your payments in on time
- Get instant access to payment history via our Resident Portal (www.realmanage.com/residentportal)
- The ACH system automatically adjusts for credits and assessment increases

*****Please Note***** You must set up payments for each individual assessment that you pay, whether they are separate assessments for the same property (as in the case of a master association and sub-association), or separate properties (as in the case of a property owner who owns more than one home within a community).

If using this form to establish your ACH, please return the **completed form** and a **voided check** to the following address:

RealManage
Attn: Processing Department
P.O. Box 803555
Dallas, TX 75380

Please refer to the next page, "**ACH Frequency Asked Questions**," to learn more about the ACH process.

If you have any further questions, please feel free to contact us.

Regards,

Resident Services

RealManage
P.O. Box 803555
Dallas, TX 75380

Phone: 1-866-4-RealService (1-866-473-2573)
Fax: 1-866-919-5696

Service@CiraMail.com
www.realmanage.com

The premier manager of community associations

Owner/Lot Specific Information:

Title1:		First Name1:		Last Name1:	
Title2:		First Name2:		Last Name2:	
Property Address:					
Community Association:					
Property Account Number (16 characters):	R				
Month to begin withdrawl:					

Banking Institution Specific Information:

AUTHORIZATION AGREEMENT FOR DIRECT PAYMENTS (ACH DEBITS)

I (we) hereby authorize RealManage L.L.C., hereinafter called COMPANY, to initiate debit entries to my (our) ☒ Checking Account / ☐ Savings Account (select one) indicated below at the depository financial institution named below, hereinafter called DEPOSITORY, and to debit the same to such account for the purpose of collecting assessments for my community association. I (we) acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of U.S. law.

Depository

Name: _____ Branch: _____

City: _____ State: Zip: _____

Routing Account
Number: _____ (9 digits) Number: _____

This authorization is to remain in full force and effect until COMPANY has received written notification from me (or either of us) of its termination in such time and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it.

Name1: _____

Name2: _____

(Please Print)

Individual ID Number _____

(To Be Completed by Company)

Signature1 _____

Date/Time Field: _____

Signature2 _____

Note: Please attach a VOIDED CHECK for the account that will be debited.

Print Form



ACH Frequency Asked Questions:

Q: When will my ACH payments take effect?

A: Please allow 2 weeks to get your Ach payment set up.

Q: When will the money be taken from my account?

A: ACH payments are normally drafted from your bank account within 5 days of your payment's due date. For example, if your assessments are due on the first of the month, the payment will be drafted between the 1st and the 5th of the month the payment is due.

Q: What amount will be taken?

A: The ACH system will draft the amount due up to the current assessment amount. If your assessment is \$113 and your account has a \$10 credit, your ACH payment will be \$103.

Q:

A: No. ACH will only deduct from your account the quarterly assessment amount. In order to enroll in the program, you must first pay off any outstanding balance to bring your account current.

Q: If my assessment amount changes, do I need to change my ACH information?

A: No. ACH payments will automatically be adjusted for the annual assessment amounts approved by your Board of Directors.

Q: How can I change my ACH information?

A: You can change your ACH information through the Resident Portal at www.realmanage.com.

Q: Can I pay for special assessments via ACH?

A: No. ACH will ONLY deduct the *regular assessment amount* for each billing period. Special assessments cannot be set up via ACH at this time.

Q: Can I set up ACH on my credit card?

A: No. Under the ACH program, the funds must be debited from a bank account.

Q: How can I stop my ACH payments?

A: to discontinue enrollment in the ACH program, send your written request by e-mail, fax, or regular mail. Please allow 5 business days to process the request upon receipt.

Q: How can I see the information that I previously entered into ACH?

A: Contact the RealService department at 1-866-473-2573 or e-mail service@CiraMail.com.