

December 31, 2015

Dear Homeowner:

The Helm Management Co. continuously evaluates ways to improve the services provided to your community and we are committed to providing a superior level of service. For the last eighteen months we have been evaluating and converting our primary software applications. As a result of this evaluation and conversion, we have decided to partner with CINC Systems/Accounting Integrators and Popular Association Bank to provide our payment processing, banking and web services. The following statement is the culmination of this process. We think you will see a positive impact immediately and we look forward to our continued success in serving your community.

Please be aware of the following regarding methods of payment:

1. **Lockbox Service:** Beginning January 1, 2016, your monthly statement will have our new payment address on the remittance portion you send with your payment. At this time, please discard any old remittance forms you may have and begin using the new address immediately.

The new address for mailing payments is listed below:

«Association_Name»
c/o The Helm Management Co.
PO Box 611600
San Jose, CA 95161-1600

When writing your check, please make PAYABLE to your «Association_Name» and include your account number on the memo line. **Note that your account number has been updated and can be found on your January 2016 and future statements.** If you are currently paying your assessments using an online bill pay service or pay online through your personal bank's online payment service, you must delete your current setup and add a new payee in order to ensure your payment is posted promptly. *(Drop-off payments will still be accepted at our office in La Mesa.)*

2. **Online Payments:** You are now able to make online payments using either e-check or credit cards through our website at www.helmmanagement.com by clicking on the "Member Login" button at the top of the page to create a user account. You will need to "Register" and complete the information required to gain access to your online account. Once registered and approved, you will receive a password via email and will be ready to make online payments. If you own multiple units at one association, or several Helm Managed associations, you can link your units through this site on the bottom of the account information page.
3. **Other Online Payments:** If you previously made payments through the third-party website CHARGE SMART, that service has been terminated and you will need to follow the steps above make payment arrangements.
4. **Automatic Debit (ACH):** With ACH, your assessment payment will be automatically deducted from your checking account on the 5th of each month that an assessment is due. If you have previously signed up for this service, it will not be necessary for you to make any changes, however the January 2016 ACH processing will occur on the 14th to allow time for accurate transfer of account information to the new system. To sign-up for future ACH service, please email a request to acb@helmmanagement.com and the appropriate form will be sent for registration.

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We are excited to announce that our new partnership and website also affords you the opportunity to take advantage of the following services once you have registered and logged into your account:

1. **Online Account Information:** You can access your account history, balance information, and payment status, by clicking on the Account Information link on the left side of your screen.
2. **Association Documents:** Registered owners can retrieve Association specific documents.
3. **Management Requests:** Once you have logged into your account, you can also submit requests directly to the manager of the Association.

Since there has been a change to our statements we have provided sample statement for review, along with remarks on specific sections of which to take note:

Important Sections of New Statement:

1. Date of Statement
2. Homeowner and Mailing Address
3. Homeowner Account Number (one account number per unit owned)
4. Account Balance
5. Payment Due Date
6. Billing Information / Monthly Fees
7. Statement Return Tear-Off (please include with payments)

When completing payment, insert the statement tear-off and check into the return envelope supplied. Do not include any other correspondence with payments as they will cause delays in processing.

Note that your Association's Name should be referenced on any correspondence to expedite resolution.

The image shows a sample statement form from The Helm Management Co. with seven numbered callouts (1-7) pointing to specific sections:

- 1. Statement Date: 12/22/2015, Page Number: 1
- 2. OWNER NAME, OWNER ADDRESS, CITY, ST 99999
- 3. Account Number: 0000000000, Due on 1/15/2016, \$00.00
- 4. Payment Due Date: 1/15/2016, \$100.00
- 5. Description: Monthly Assessment 2016
- 6. Billing Information / Monthly Fees
- 7. Statement Return Tear-Off (bottom section)

The statement includes a table with the following data:

Date	Description	Charge	Payment
12/22/2015	Balance Forward		(\$100.00)
01/01/2016	Monthly Assessment 2016	\$100.00	

The bottom section (tear-off) includes:

ASSOCIATION NAME
c/o The Helm Management Co.
4668 Nebo Drive
La Mesa, CA 91941

Account Number: 3002500001
Due on 1/15/2016: \$00.00

Re: ADDRESS / UNIT NUMBER

To: ASSOCIATION NAME
c/o The Helm Management Co.
PO Box 611600
San Jose, CA 95161-1600

Make Checks Payable To:
ASSOCIATION NAME

2914 00000003 00000000000 6 00006450 00006450 3

We are here to assist in any way. Please let us know if you have any questions regarding these payment options or logging into the website. Our office number is (619) 589-6222, and our staff is prepared to answer any of your questions regarding this change.

Thank you for your time and attention to this matter.