EMAIL

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| **From** | FCS Community Management (eastmountain@hoaliving.com) |
| **To** | East Mountain homeowners |
| **Date** | Mon, Aug 28, 2023, 11:36 AM MT |
| **Subject** | Upcoming Payment Changes - Vantaca Pay |
| **Attachments** | • HOALiving VantacaPay Overview for Owners.pdf → on the site as **2023-08-28-vantaca-pay-overview.pdf**<br>• Vantaca Pay FAQ.pdf → on the site as **2023-08-28-vantaca-pay-faq.pdf** |

Dear Owners,

We want to inform you of an upcoming change that will affect how you make payments to your association. We will be switching to VantacaPay, a payments provider directly integrated with your homeowner portal. VantacaPay is a secure and mobile-responsive payment experience that will offer more payment methods, better usability and opt-in text reminders for upcoming payments due. Please see the attached FAQs and flier for more detailed information about this program.

**IMPORTANT DATES**

We will switch your community to the new payment system on November 1st.

Our goal is to provide you with the best tools for the best price. This transition to VantacaPay is in part due to industrywide increases in payment-related fees. Homeowners may see fee increases go into effect on September 1, 2023, with the current provider, followed by additional adjustments on November 1, 2023, with the switch to VantacaPay. To avoid fee increases altogether, we recommend you set up auto-draft payment.

**11/1 REQUIRED ACTION**

1. **If already enrolled in the auto-draft program, no further action is required**
2. Log in to your account at portal.hoaliving.com
3. Accept the terms and conditions
4. Set up your payment by navigating to ‘Make a Payment’
5. Set up optional automated text reminders by going to ‘Profile’ > ‘Communication Settings’

**PAYMENT METHODS**

• Automatic Draft Payment (ACH) • One-Time and Recurring eCheck • Credit Card • Apple Pay • Google Pay

We want to assure you that your personal and payment information will remain secure throughout the transition. We look forward to continuing to serve you.

Sincerely,

East Mountain Owners Association
(801) 256-0465 | www.hoaliving.com

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Saved from David McLaughlin’s email on November 4, 2026 for the East Mountain HOA site. Owner names in greetings, account numbers and private email addresses are removed.