Vantaca Pay Talk Track for Homeowners

Q: What is Vantaca Pay?

A: Vantaca Pay 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. We believe utilizing Vantaca Pay will make it easier than ever to pay your dues online, set up automatic payments, view your payment history, and manage your account all in one place.

Q: What are my payment options?

A:

- Automatic Draft Payment (ACH)
    - Put your payments on autopilot to avoid late fees! Payments will automatically be drafted from a savings or checking account on the same day every month in your billing cycle.
- One-Time eCheck
    - Make a payment through a savings or checking account for special assessments or one-time charges.
- Recurring eCheck
    - You control the date the payment is made. If your association changes their dues, you will be responsible for updating your recurring eCheck payment to avoid late fees.
- Credit Card
    - Make a one-time payment with any major credit card.
- Apple Pay
    - Make a one-time payment using any credit and debit cards that you add to Apple Wallet. *Feature coming November 2023*
- Google Pay
    - Make a one-time payment using any credit and debit cards that you add to Google Wallet. *Feature coming November 2023*

Q: What can I do with Vantaca Pay?

A: You can pay your homeowner assessments, view your payment history, manage your account, and set up automatic payments all in one place.

Q: Is my payment information secure with Vantaca Pay?

A: Yes, your payment information will remain secure throughout the transition. Vantaca Pay is PCI-I and NACHA compliant and partners with Stripe, a well-established and trusted payment processor.

Q: How do I get started with Vantaca Pay?

1. Log in to your account portal.hoaliving.com
2. Accept the terms and conditions.
3. Set up your payment. ***You will need to set up a new payment even if you've had an automatic recurring payment set up in the past.***
4. To opt into receiving automated text reminders, go to My Profile and set them up in your communication settings.