EMAIL

From FCS Community Management (eastmountain@hoaliving.com)

To East Mountain homeowners

Date Tue, Aug 29, 2023, 1:01 PM MT

Subject Vantaca Pay Clarification

Dear Owners,

We understand there has been some confusion surrounding our initial VantacaPay announcement, and we apologize for this inconvenience.

You will NOT be affected by the switch to VantacaPay:

- If you are already enrolled in the auto-draft program (sometimes referred to as autopay or ACH). The transition to VantacaPay will automatically carry over your information.
- If you currently mail physical checks to our PO box. VantacaPay is for online payments only, and we are still accepting checks as a free alternative to online payments.

If you use one of the above payment methods, **the following information does not apply to you, and there are no additional actions you must take.**

For those who use any other payment method:
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We will switch your community to the new payment system on November 1st.
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Our goal is to provide you with the best tools for the best price. This transition to VantacaPay is in part due to the current payment processor increasing payment-related fees. We have worked to negotiate an extension of the existing fee structure; however, this effort has been denied. We are unable to stop or delay this fee increase, which will officially go into effect on September 1, 2023. This means homeowners who select an online payment option besides auto-draft (autopay/ACH) will see a temporary increase in processing fees. Once the VantacaPay transition is completed, these fees will reduce. To avoid fee increases altogether, we recommend you set up auto-draft payment **before September 1, 2023.?**
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After the November 1, 2023, transition, *if you are not enrolled in the auto-draft program, you will be required to:*

1. Log in to your account at?portal.hoaliving.com
2. Accept the terms and conditions??
3. Set up your online payment method by navigating to ‘Make a Payment’ ????
4. Set up optional automated text reminders by going to ‘Profile’ > ‘Communication Settings’??

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Online payment method choices after November 1, 2023:

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

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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

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.